



**City of Las Vegas  
2009 Community Assessment Survey**

**Summary of Results**  
October 2009



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## ***SURVEY OVERVIEW***

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A comprehensive survey was conducted by the Cannon Survey Center (CSC) for the City of Las Vegas (CLV). Data was collected from August 12, 2009 to October 10, 2009. The results are based on the responses of 972 respondents who were verified to reside in the City of Las Vegas. A sample size of 972 yields a margin of error of approximately +/- 3% at the 95% confidence level. The survey consisted of 57 questions and generated in excess of 300 data points. The main topical areas included: knowledge of the City disaster plan and information about family emergency preparedness, communication received from the city and access of city information portals, satisfaction with city services, services that the City should consider reducing during an economic downturn, actions that CLV should be considering during the current economic downturn, level of emphasis that the City should be placing on various service items during an economic downturn, willingness of respondents to maintain the current quality of City programming and services, satisfaction and use of youth and adult programming, and various demographic variables including an assessment of current employment status and a determination of whether or not the level of employment is considered under/unemployed.

### ***Knowledge of City Disaster Plan and Family Emergency Preparedness***

About a third (30.4%) reported that they are aware that the City of Las Vegas has an emergency disaster plan; however, most (55.7%) are not aware of the plan. Most respondents (69.4%) agreed or strongly agreed that they knew what to do in the event of a man-made or natural emergency, while 29% felt they did not know what to do in the event of such an emergency. Less than half (46.9%) of respondents said they know where to obtain emergency information from the City of Las Vegas in the event of an emergency, and only a few seemed really certain (5.5%) of where to locate that information. Less than half (42.7%) of respondents said they have prepared a disaster supply kit with emergency supplies like food, water and medicine that is kept in a designated place in their home and only a few (8.8%) chose to answer 'strongly agree' to this statement, in addition, less than half (47.6%) of respondents said they have an emergency communication plan for their family.

### ***Accessing and Receiving City of Las Vegas Information***

About 17% of respondents said they had received a City publication either electronically or via hard copy within the past year while 73% said "no" and some were unsure (10%). Of those who received the publications, 83% found the information useful and 23% attended an event in the past year based on what they read in the City publication.

Eighty-one percent (81%) indicated that they have access to a personal computer and the internet.

Respondents were asked to think about how they currently get information about City events or issues of interest, and how likely they would be to obtain information from the city about things like community meetings, programs or events, or City Council Meetings from various sources.

Respondents were slightly more likely to call for information (49.6%) or look on the website (49.5%) than to visit a city facility (47.6%) or watch Channel 2 (43.9%).

### ***Satisfaction with City Services***

The City of Las Vegas supplied a list of 28 services for which they wanted to assess satisfaction. For each of the services, approximately 25% indicated that they had not used the service or did not know about the service. The range of respondents who did not use the services was between 18 and 27 percent.

However, those who used the services indicated high levels of satisfaction that ranged from a high of 82% to a low of 69%. When looking at the data in the aggregate, the services that ranked highest in satisfaction were “*communication received from the city*” and “*emergency medical services*”. Eighty-two percent (82%) of respondent who had used or were familiar with these services were satisfied or very satisfied with the services. This was followed closely by eighty-one percent (81%) who were satisfied or very satisfied with the “*variety of programs and services available for youths*”. Eighty percent (80%) were satisfied or very satisfied with the following services: “*availability of programs and services offered*”, “*function and reliability of the sewer system*”, “*variety of programs and services available for youths*”, and “*animal control*”. The item with the lowest percentage of satisfaction (69%) is “*response time to traffic occurrences*”.

### ***Good/Bad City Services to Reduce***

Respondents were asked to respond to a list of 22 services and asked whether it is a good or bad service to reduce. When looking at the aggregate data the services that most people do not want cut during budget cuts are general safety services. While safety is important to the respondents, a further definition of “general safety” cannot be discerned from the survey data. Eighty-seven percent (87%) think that cutting safety services is a bad (68%) or very bad (19%) service to cut. This was followed closely by nine services in the second rank that 86% of the respondents thought would be very bad or bad to cut during these current budgetary times. Those services are: *response time to traffic occurrences, youth programming, response time to medical emergencies, response rates to violent crime, fire prevention, senior programming, traffic enforcement, and response time to both violent and non-violent crimes.*

On the other end of the spectrum, only 65% of the respondents think that *illegal sign removal* is a bad (53%) or very bad (12%) service to cut. Even though illegal sign removal is ranked as the last service to cut, well more than half of the respondents do not want the service cut. So the message to CLV is that residents do not want services to be reduced. Later in the survey respondents were asked if they would be willing to pay more to maintain services and the quality of services and more than half (53%) responded positively.

### ***Actions the CLV Should Consider During Economic Downturn***

As the question was framed, respondents were asked to keep in mind the current economic downturn and respond to considering moving money from other programs to fund a list of 12

city services. When looking at the answers of all respondents the programs they most want to see money moved to, from other programs, are programs for seniors (62%), after school programming (60%) and services to low income families (57%). The services that the respondents least want to move funds for are, cultural programs (26%) and parks and recreation (29%). Twenty-percent (20%) also indicated that all city services should be reduced and 8% reported that none of the items on the list should receive funds moved from other programs. Respondents were not asked to define where they wanted the funds moved from, just identify the programs funds should be moved to. This was another way to assess what programs and services are important to residents of CLV. Programming for seniors is a service that 86% do not to reduce and 62% want money from other programs moved to. A response time to medical emergencies is also a service that 86% do not want to reduce and about half (49%) think that money should be moved from other programs to it. However, when looking at fire response services, 86% indicated that the service should not be reduced, however, only 35% want to move funds from other programs for this service.

### ***Emphasis CLV Should Place on Service Items During an Economic Downturn***

When looking at the services that residents want the City to put more emphasis on during a recession the service most want is economic development to create more jobs. Nearly three quarters (72%) reported more emphasis should be placed on this item. There were five additional services that more than 50% of the respondents reported that the City should be putting more emphasis on at this time. Those services are: foreclosure prevention services (56%), services for seniors (55%), services for low income families (54%), and after school programming (53%).

The two services that the highest percentages of respondents want the City of Las Vegas to put less emphasis on at this time are cultural opportunities (38%) and government access TV (31%).

For many of the items, the data shows that people in the community think that the City of Las Vegas is putting sufficient emphasis on them and that emphasis should remain the same. Topping this portion of the list is fire response services. Seventy-seven percent (77%) think that the emphasis on fire response services should remain the same. This was followed by 72% who indicated that the emphasis placed on streetlight maintenance should remain about the same, and 69% who think that the emphasis on medical emergency services should remain about the same.

### ***Youth Programming***

Twenty-seven percent (27%) of the households indicated that they have children under the age of 18 living in the household. Among this group 43% have children 5 or younger, 55% have children between the ages of 6 and 12, and 49% have children between the ages of 13 and 18. Of respondent households with children 16% reported that the children in their household participate in youth programming offered by the City of Las Vegas.

Respondents with children in the household who are not participating in CLV youth programming were asked why. The responses most often given were “not aware of programming” answered by 31% . An additional 31% offered some other reason for not

participating. Most of the responses in this category indicated that children in the household were not old enough to participate and in particular sports programs of interest are not offered by CLV.

The youth programs families are participating in most often are the (40%) who take advantage of CLV sports leagues. By 24 percentage points, this is the type of programming that residents are most apt to have their children participate in. Ranked 2<sup>nd</sup> at 16% is art and cultural events and 3<sup>rd</sup> is safekey at 15%. None of the respondents reported using CLV's Teen Scen and only 1% repoted using CLV's track break programming options.

### ***Adult Programming***

Twenty-seven percent (27%) of the respondents indicated that they have participated in programming offering by the City of Las Vegas Department of Leisure services. The activities and events most of the adults participated in are art and cultural events (30%); this was followed by 26% who participate in CLV sports leagues and 20% who attend CLV park festivals. Interestingly, arts and cultural events ranked on top of the list of most participated in by those who participate in CLV adult programming events, but 38% do not think that CLV should place more emphasis on art and culltural events at this time.

Those households that reported participating in CLV programming and events were asked to rate the quality of the programs and events that they have participated in. The results were very positive (89%), of these 38% rated the quality as "excellent" and 51% rated the quality of programming "good". Among those who did not rate the quality of programming offered by City of Las Vegas positively (9%), 8% rated the quality of adult's programming "fair" and 1% rated the quality "poor".

### **Employment Status**

About 43% of those surveyed are employed; of these 31% work full- time and 11% work part-time. Among those who are not employed (20%) 10.5% are looking for work and 9% are not presently looking for work. About 16% were employed in seasonal or temporary jobs.

A variable was created to represent those who self-define as either under-employed or unemployed. The variable was created by summing the total of respondents who indicated that they were unemployed and looking for work and employed full or part time and looking for additional work to supplement household income. Twenty-two percent (22%) of the total sample fell into this category. Among this subsample:

- 48% are unemployed and looking for work
- 17% are working part-time and looking for work
- 34% are working full-time and looking for work

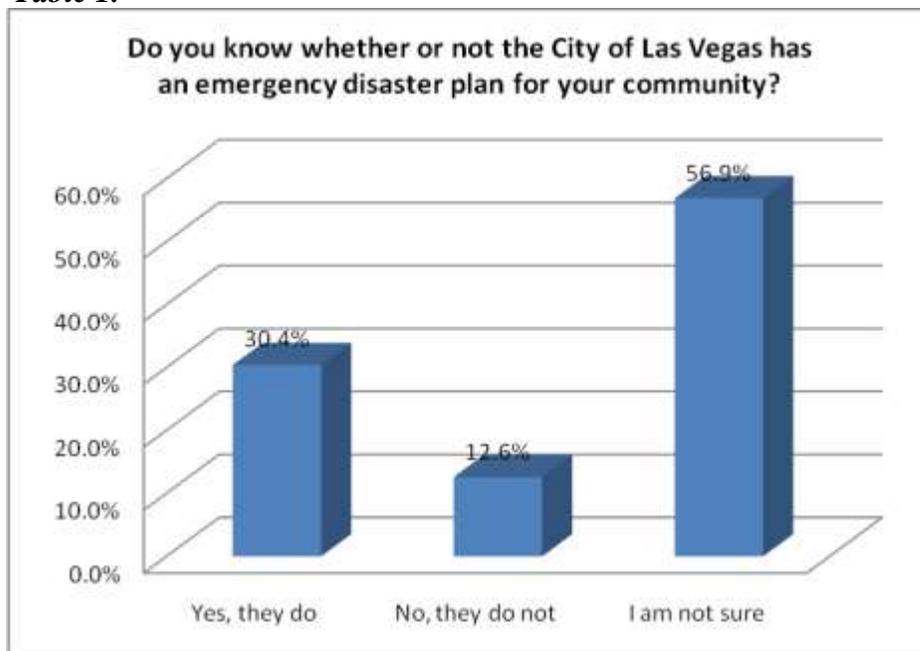
The results of all survey questions follow.

## *CITY OF LAS VEGAS DISASTER PLAN*

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When respondents were asked whether they knew if the City of Las Vegas has an emergency disaster plan for their community, most (56.9%) were not sure. Some (30.4%) said yes, they do have such a plan and a few (12.6%) thought no, the city does not have those plans. In comparing responses by Ward, their responses were similar; with Ward 1 (35.7%) having the most who believed the City of Las Vegas does have an emergency disaster plan for their community. Men were slightly more likely (33.8%) to think the City had this plan than women respondents (26.8%). Among the Hispanic respondents, 22.9% are aware of the emergency disaster plan, 9.5% are not aware and a large percentage (67%) is not sure.

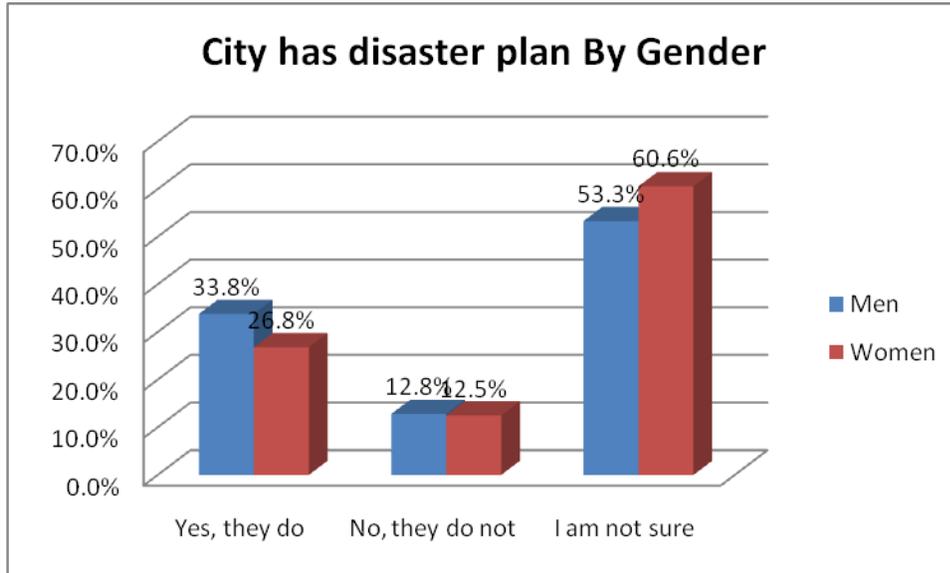
**Table 1.**



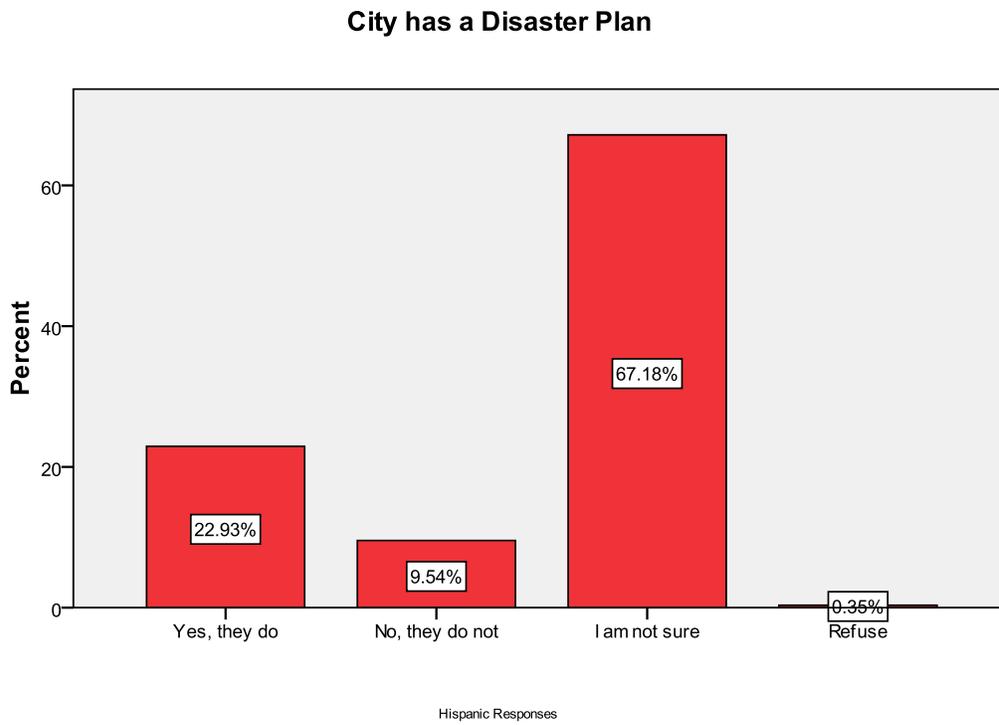
**Table 2. - Do you know whether or not the City of Las Vegas has an emergency disaster plan for your community?**

	Yes, they do	No, they don't	I am not sure
Ward 1	35.7%	12.6%	51.7%
Ward 2	29.0%	10.0%	61.0%
Ward 3	24.0%	17.1%	58.5%
Ward 4	34.2%	12.2%	53.6%
Ward 5	32.8%	12.1%	55.1%
Ward 6	26.6%	12.5%	60.9%
<b>All Respondents</b>	<b>30.4%</b>	<b>12.6%</b>	<b>56.9</b>

**Table 3.**



**Table 4.**

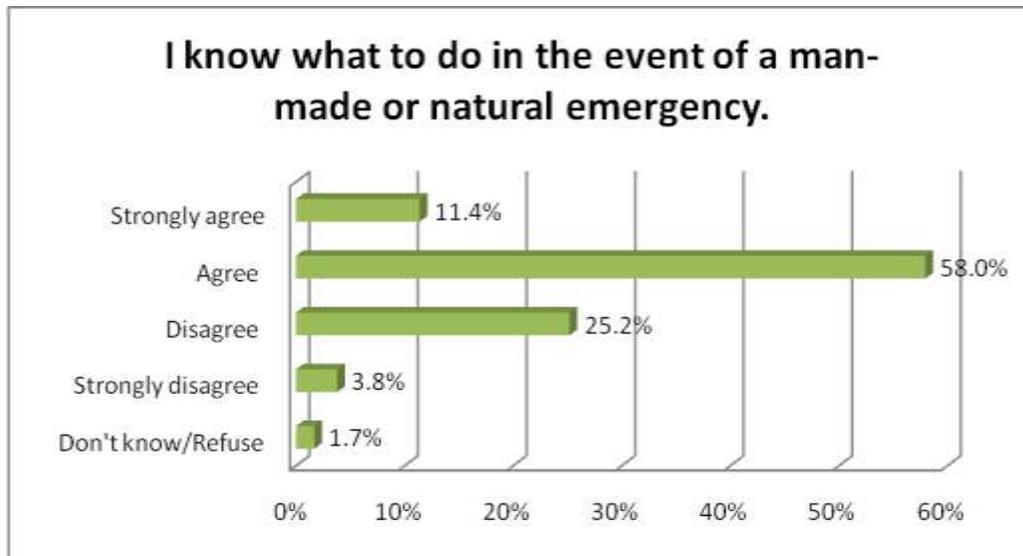


## EMERGENCY PLANNING

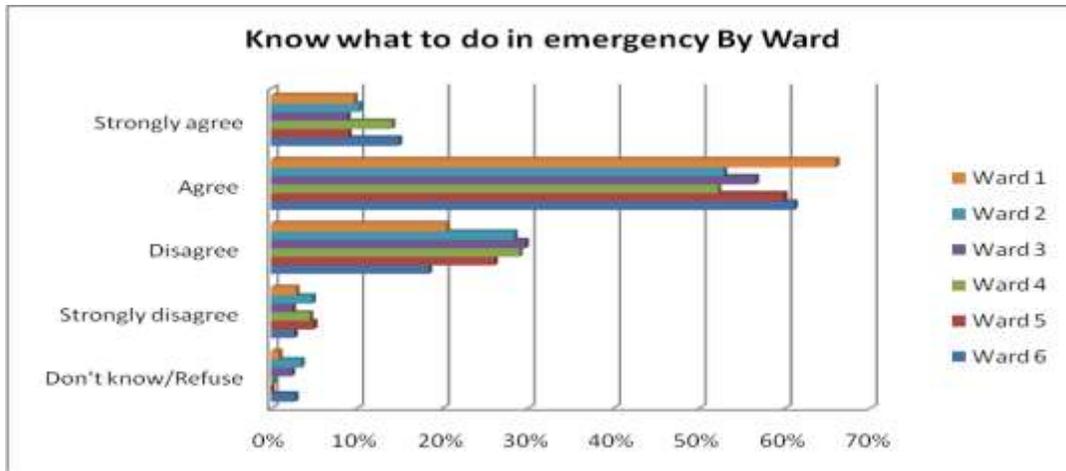
### ***KNOW WHAT TO DO IN EVENT OF EMERGENCY***

Most respondents (69.4%) agreed or strongly agreed that they knew what to do in the event of a man-made or natural emergency, while 29% felt they did not know what to do in the event of such an emergency and a few (1.7%) were not sure. Those in Ward 1 and Ward 6 (76%) were slightly more likely to agree they were prepared than those in Ward 2 (62.3%), Ward 3 (65.4%), Ward 4 (66.3%) or Ward 5 (68.8%). Men (78.6%) were more likely to say they know what to do in the event of such an emergency than women (60%). When looking at the answers for Hispanic respondents, most (60%) indicated that they know what to do in the event of an emergency. Of these (52%) agreed with the statement and 8% strongly agreed. Thirty-eight percent (38%) of the Hispanic respondents do not know what to do in the event of an emergency (34% - disagree, 4%- strongly disagree).

***Table 5.***



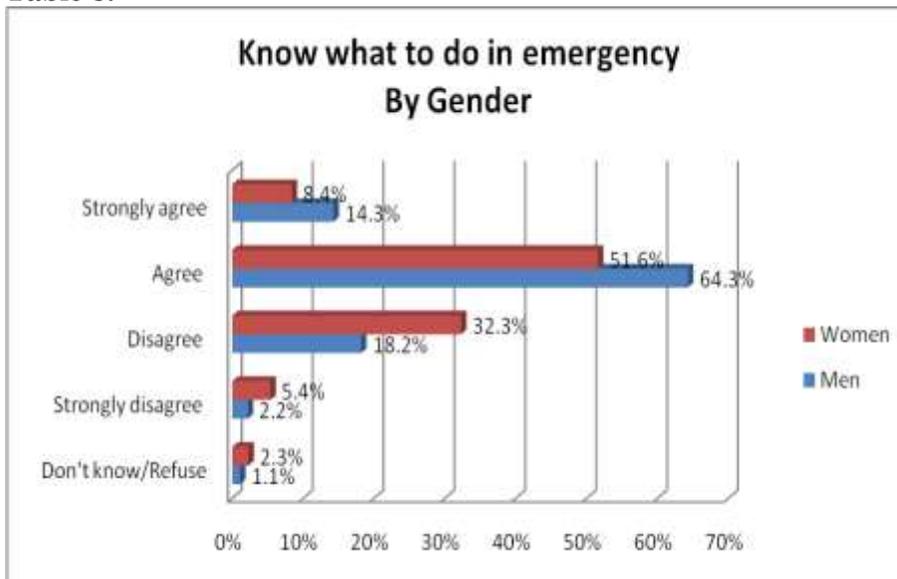
***Table 6.***



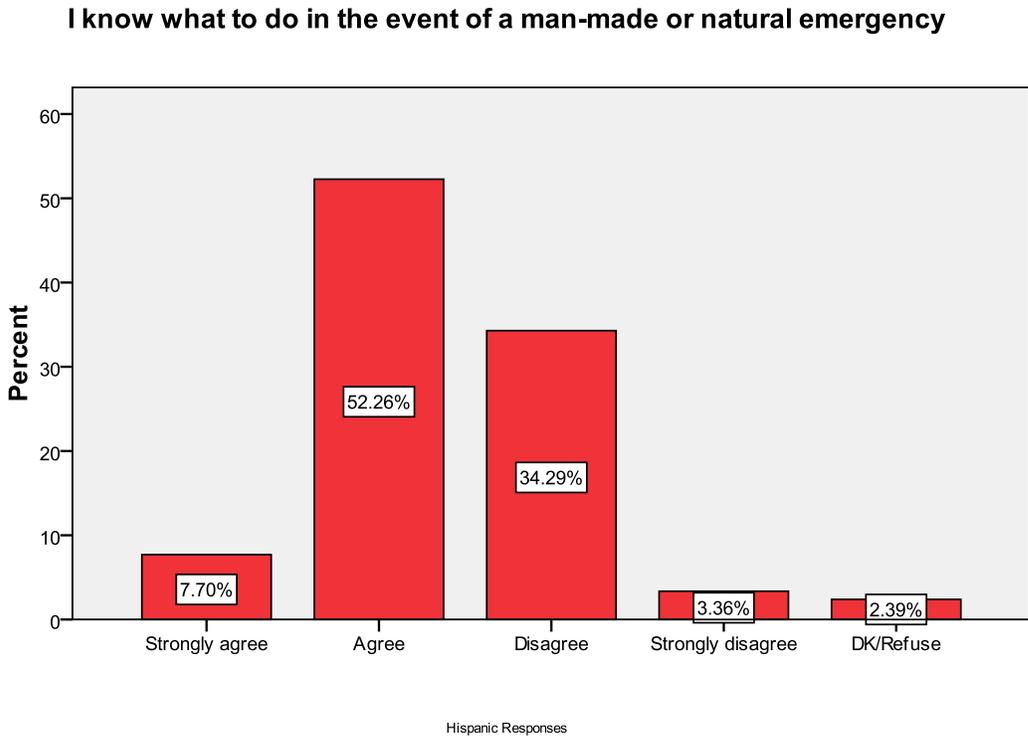
**Table 7. I know what to do in the event of a man-made or natural emergency**

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / Refuse
<b>Ward 1</b>	9.7%	66.0%	20.5%	2.9%	0.9%
<b>Ward 2</b>	10.3%	52.9%	28.4%	4.8%	3.5%
<b>Ward 3</b>	8.9%	56.6%	29.7%	2.5%	2.4%
<b>Ward 4</b>	14.1%	52.2%	29.0%	4.5%	0.2%
<b>Ward 5</b>	9.0%	59.9%	26.1%	5.0%	0
<b>Ward 6</b>	14.9%	61.1%	18.4%	2.7%	2.8%
<b>All Respondents</b>	11.4%	58.0%	25.2%	3.8%	1.7%

**Table 8.**



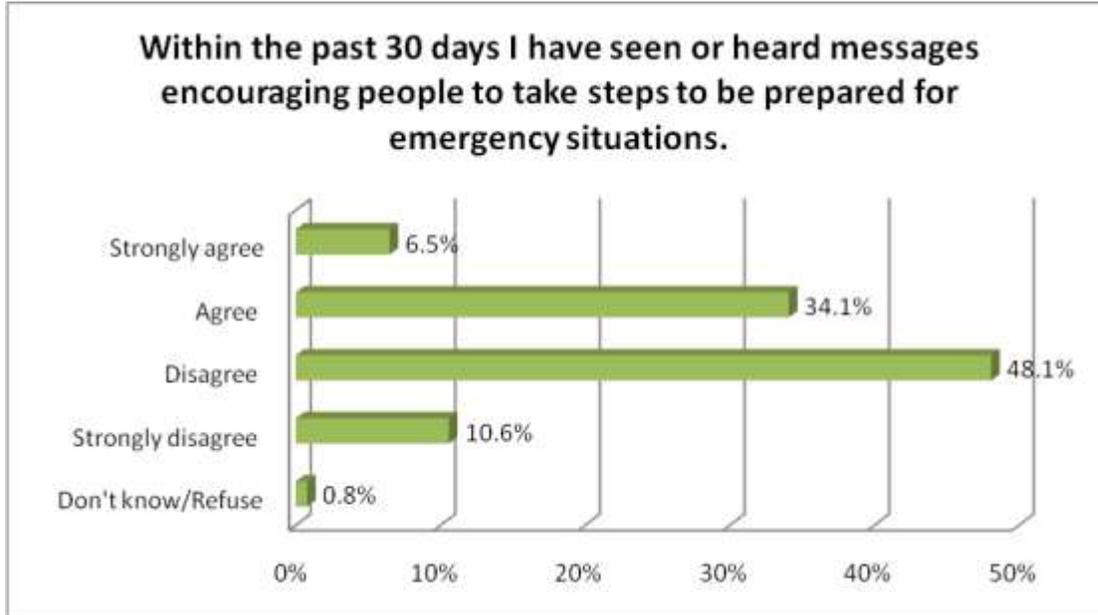
**Table 9: Hispanic responses**



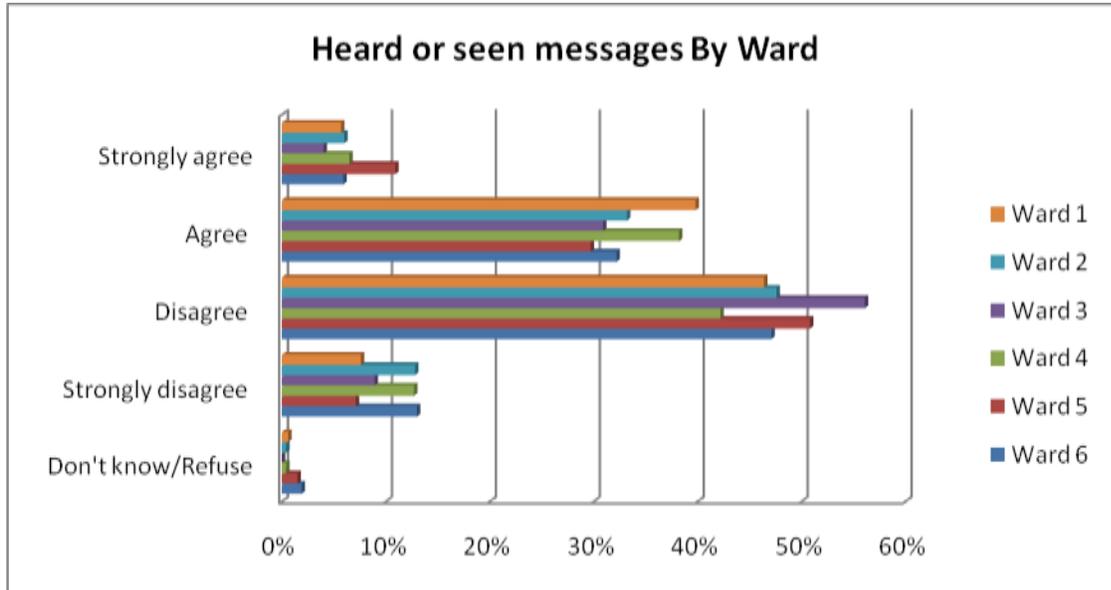
***MESSAGES ENCOURAGING PREPARATION FOR EMERGENCIES***

Within the past 30 days, most (58.7%) had not seen or heard messages encouraging people to take steps to be prepared for emergency situations. Of those who had seen or heard these messages, only a few (6.5%) answered “strongly agree” to this question. Those in Ward 1 (45.4%) and Ward 4 (44.6%) were slightly more likely to report having seen or heard these types of messages than those in other wards (Ward 2 = 39.2%; Ward 3 = 35%; Ward 5 = 40.6%; and Ward 6 = 38%). There was no statistical difference by gender with regard to seeing or hearing message encouraging people to take steps to be prepared for emergencies. When looking at the responses of the Hispanic respondents more than half (59%) reported they had not seen emergency messages in the past 30 days (54% disagree, 5.64% strongly disagree). Of the 40% of Hispanic respondents who had seen emergency messaging in the past 30 days 5% strongly agreed and 35% agreed.

**Table 8.**



**Table 9.**



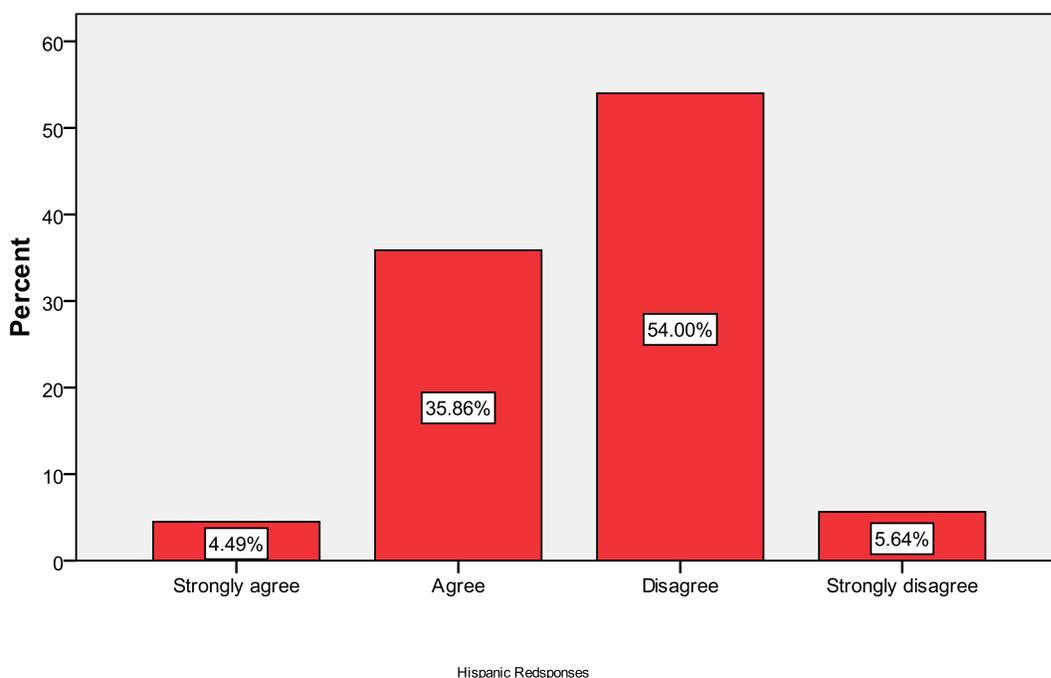
**Table 10. I have seen or heard messages encouraging people to prepare for emergencies**

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / Refuse
<b>Ward 1</b>	5.7%	39.8%	46.4%	7.6%	0.6%
<b>Ward 2</b>	6.0%	33.2%	47.6%	12.8%	0.4%
<b>Ward 3</b>	4.0%	30.9%	56.1%	8.9%	0
<b>Ward 4</b>	6.5%	38.2%	42.2%	12.7%	0.4%
<b>Ward 5</b>	10.9%	29.7%	50.8%	7.1%	1.5%
<b>Ward 6</b>	5.9%	32.2%	47.1%	13.0%	1.9%

<b>All Respondents</b>	6.5%	34.1%	48.1%	10.6%	0.8%
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**Table 11. Hispanic responses**

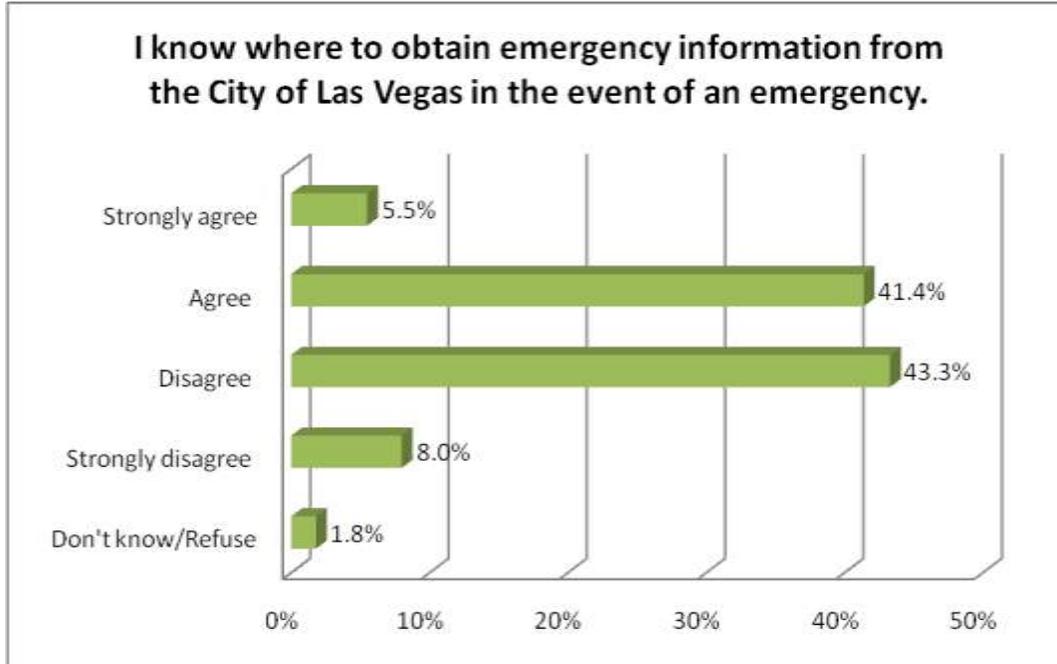
**Within the past 30 days I have seen or heard messages encouraging people to take steps to be prepared for emergency situations**



***KNOW WHERE TO OBTAIN EMERGENCY INFORMATION***

Less than half (46.9%) of respondents said they know where to obtain emergency information from the City of Las Vegas in the event of an emergency, and only a few seemed certain (5.5%) of where to locate that information. There was no statistical difference by gender regarding knowing where to obtain emergency information, however those in Ward 5 (54.8%) were the most likely to say they knew where to obtain this type of information. In addition, less than half (46%) of the Hispanic respondents indicated that they know where to obtain emergency information from the City of Las Vegas in the event of an emergency. Those most certain in the Hispanic subset represent 3.64%. This is somewhat less than the 5.5% found in the overall responses.

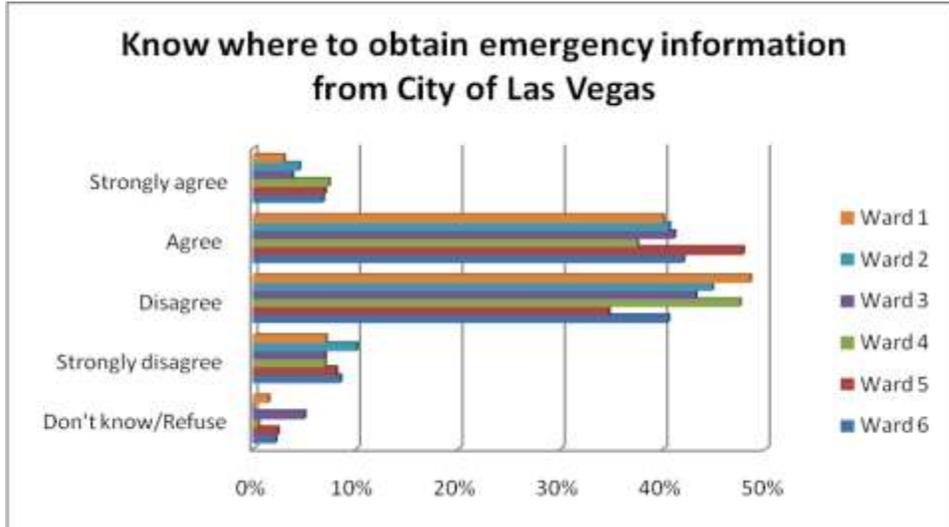
**Table 12.**



**Table 13. I know where to obtain emergency information from the City of Las Vegas**

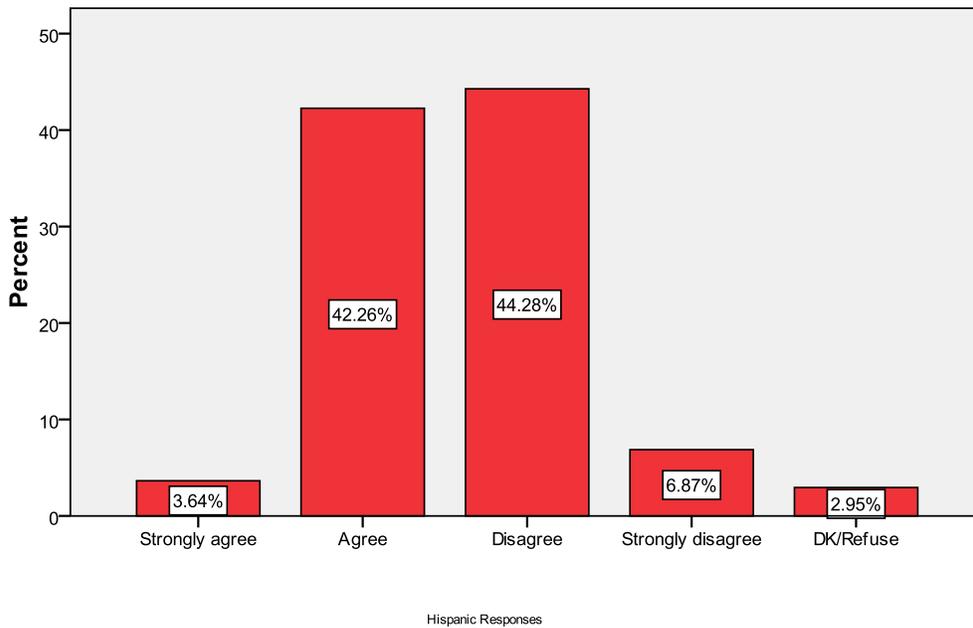
	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / Refuse
<b>Ward 1</b>	3.0%	40.0%	48.5%	7.1%	1.5%
<b>Ward 2</b>	4.5%	40.6%	44.8%	10.1%	0
<b>Ward 3</b>	3.8%	41.1%	43.2%	7.0%	5.0%
<b>Ward 4</b>	7.4%	37.5%	47.5%	7.0%	0.5%
<b>Ward 5</b>	7.0%	47.8%	34.7%	8.1%	2.4%
<b>Ward 6</b>	6.8%	42.0%	40.5%	8.5%	2.2%
<b>All Respondents</b>	5.5%	41.4%	43.3%	8.0%	1.8%

**Table 14.**



**Table 15: Hispanic Responses**

**I know where to obtain emergency information from the City of Las Vegas in the event of an emergency**

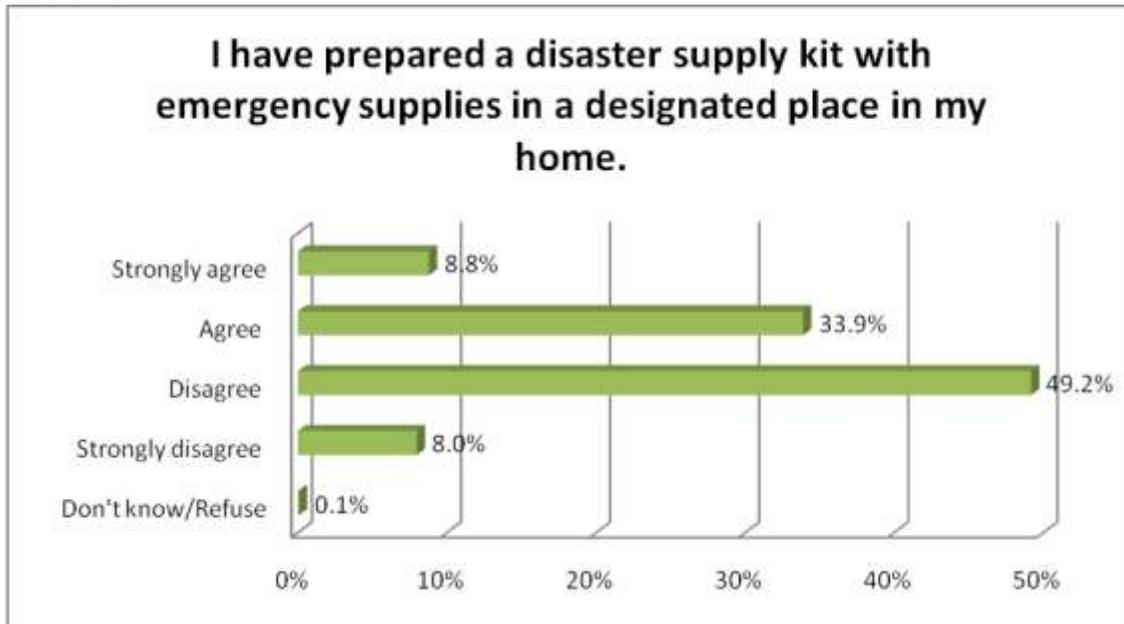


***HAVE PREPARED DISASTER SUPPLY KIT AT HOME***

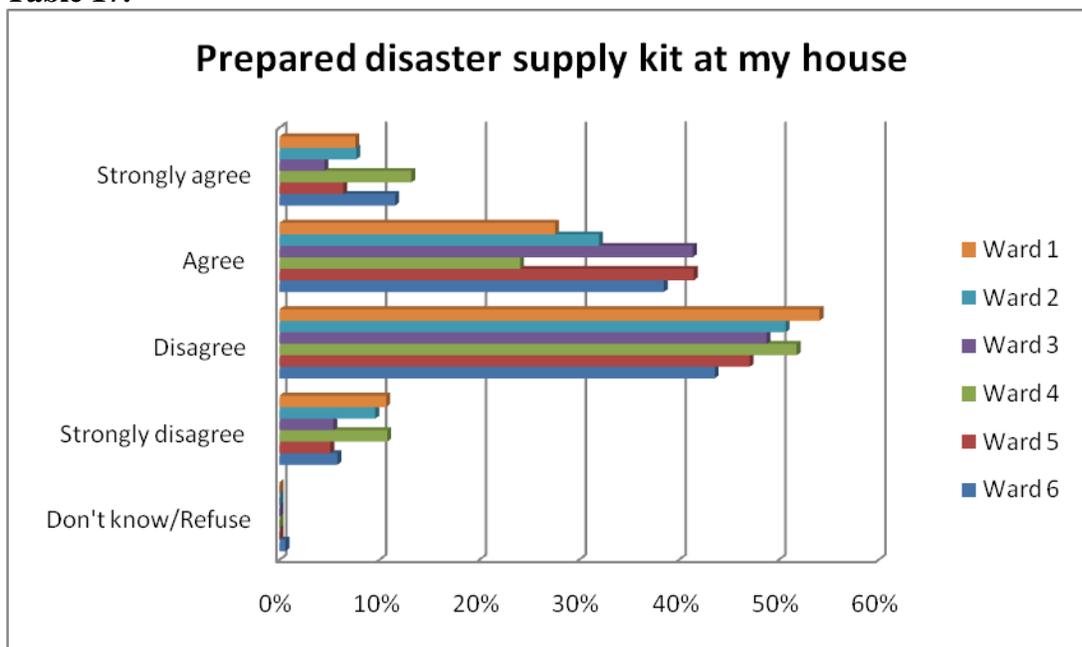
Less than half (42.7%) of respondents said they have prepared a disaster supply kit with emergency supplies like food, water and medicine that is kept in a designated place in their home

and only a few (8.8%) chose to answer ‘strongly agree’ to this statement. Those in Ward 6 (50%) were most likely to have done so and men (46.3%) were more likely to say they have prepared kits than women (39%). In the Hispanic subset, more (46%) respondents reported having a disaster supply kit in their homes.

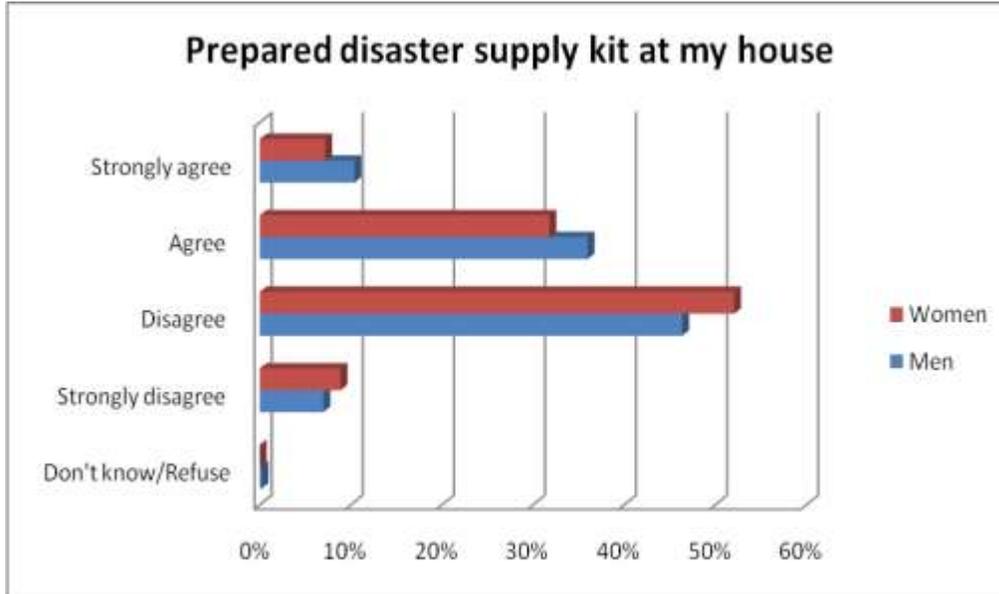
**Table 16.**



**Table 17.**

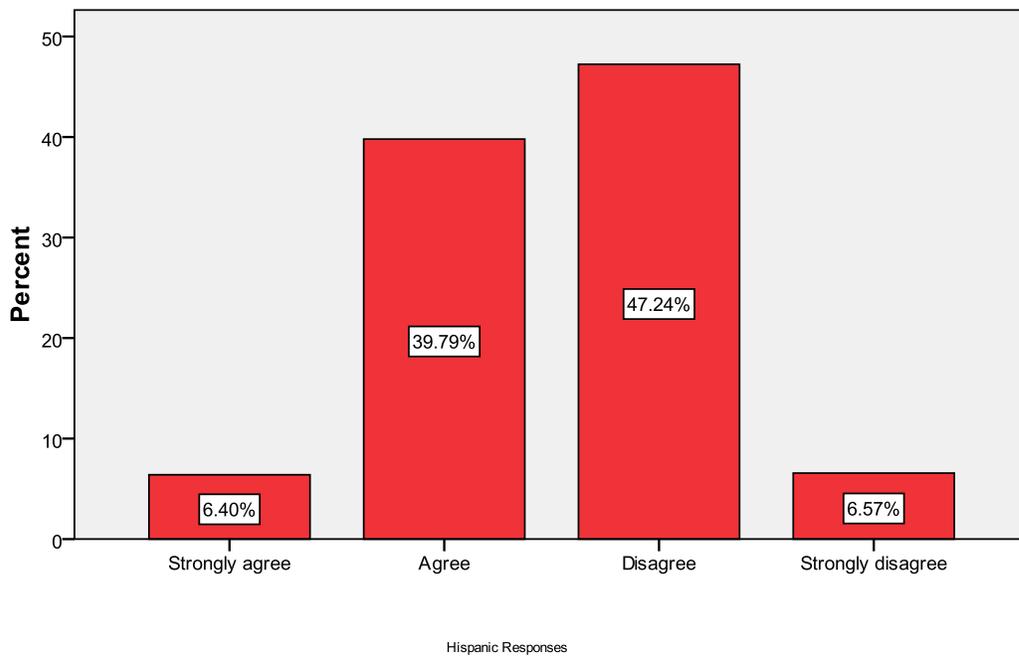


**Table 18.**



**Table 19: Hispanic Responses**

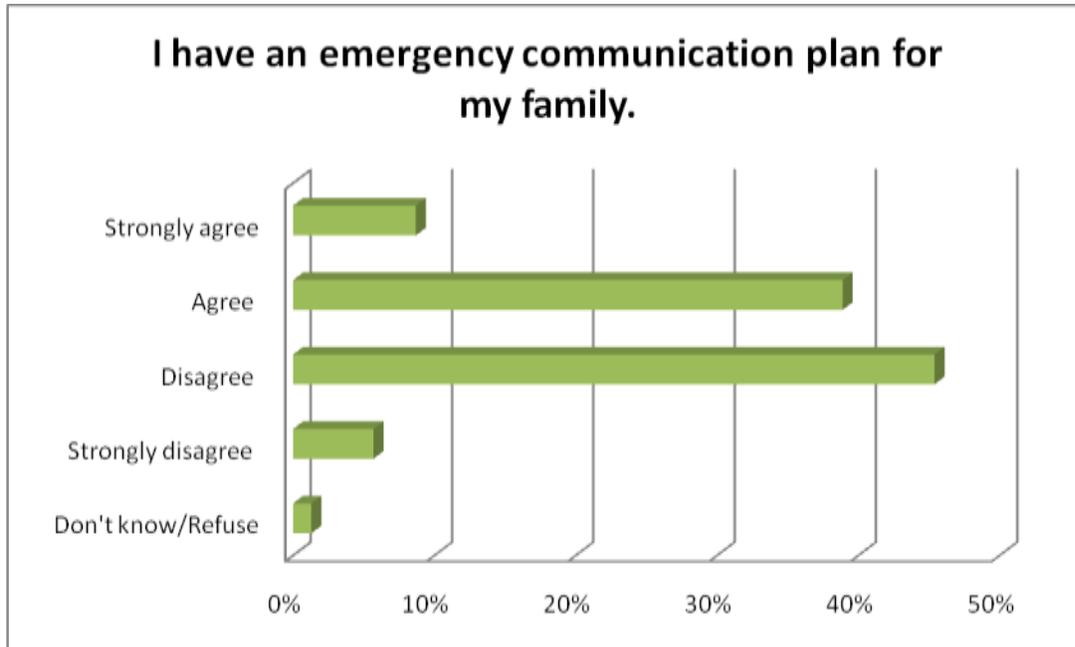
**I have prepared a disaster supply kit with emergency supplies like food, water and medicine that is kept in a designated place in my house**



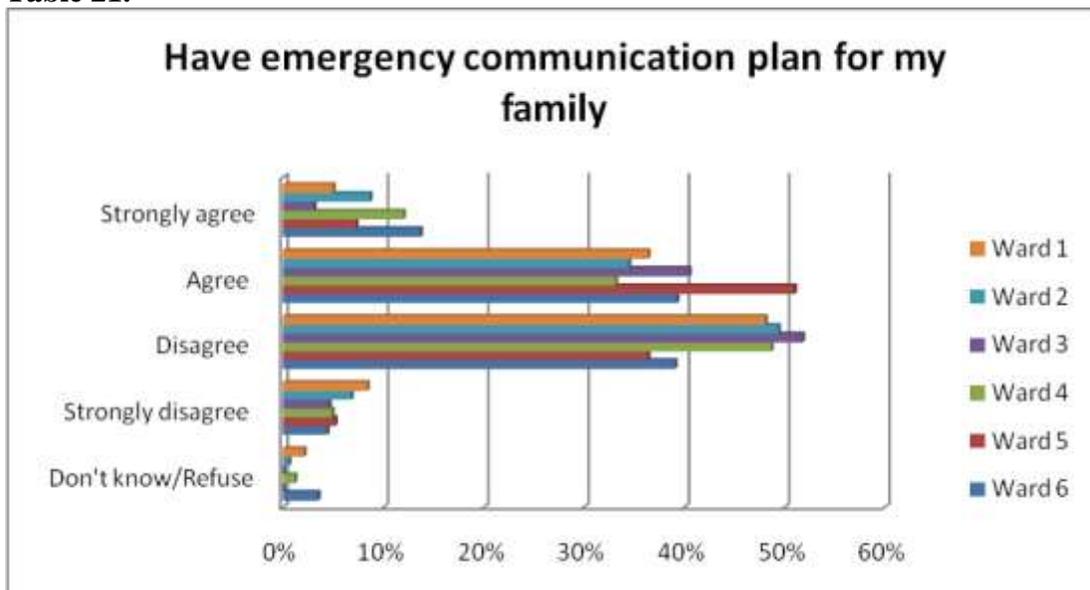
**HAVE EMERGENCY COMMUNICATION PLAN FOR FAMILY**

Again, less than half (47.6%) of respondents said they have an emergency communication plan for their family. The Hispanic responses were similar to the responses obtained for all respondents (46.68% do not have a plan). Those living in Ward 5 (58.4%) and Ward 6 (53.1%) were more likely than others to have such a plan in place and men (49.8%) were slightly more likely to report having this communication plan than women (45.3%).

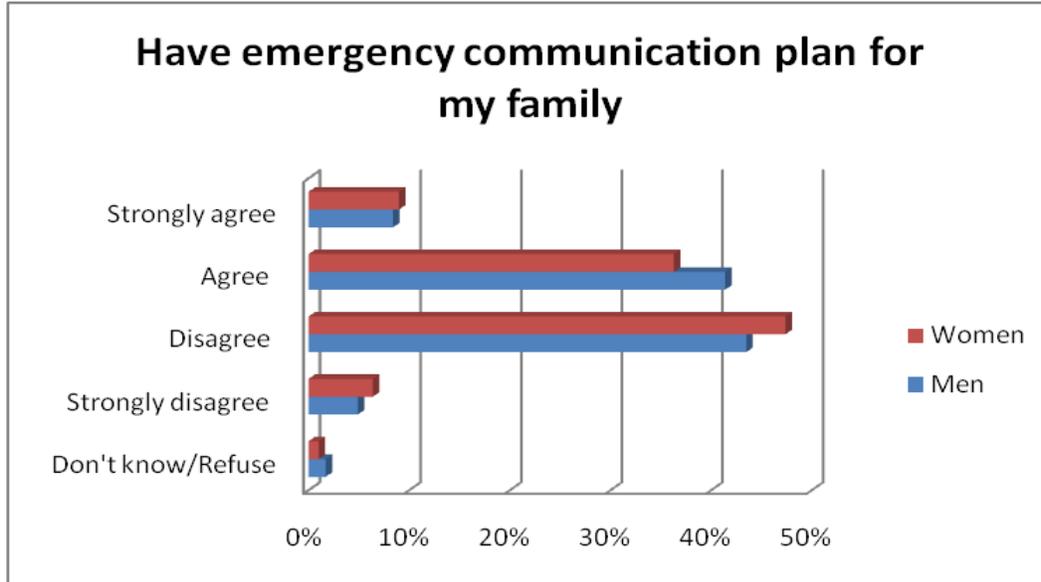
**Table 20.**



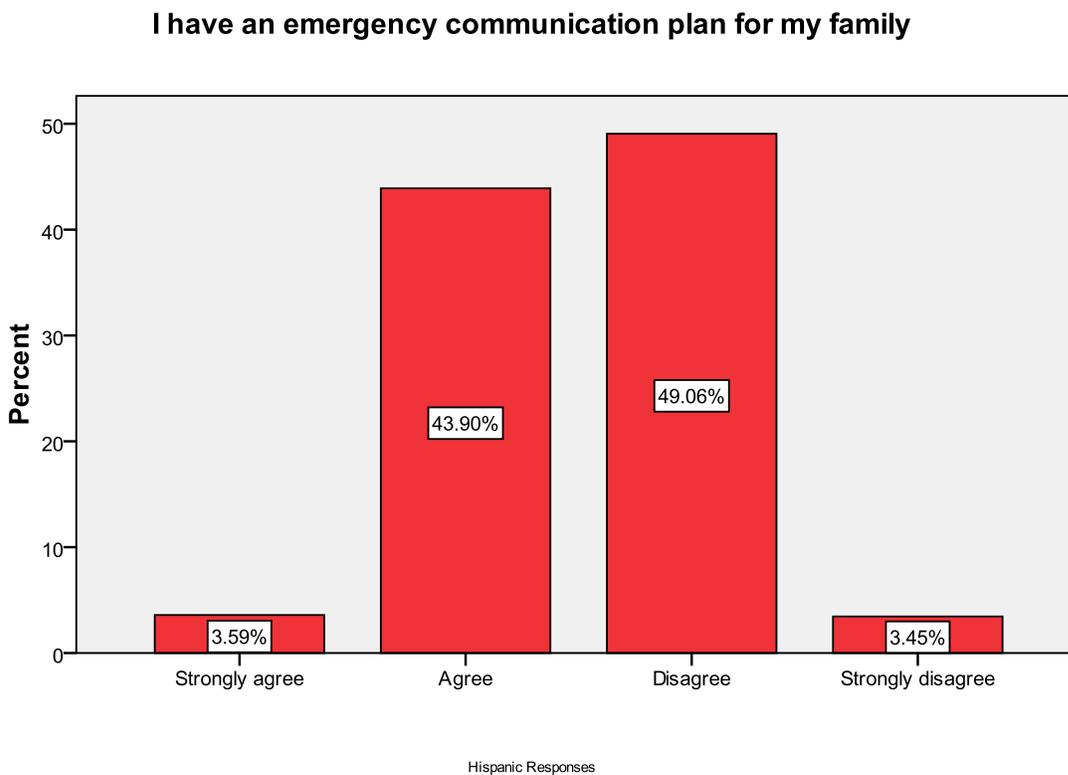
**Table 21.**



**Table 22.**



**Table 23: Hispanic Responses**



*CITY OF LAS VEGAS INFORMATION*

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**CITY PUBLICATIONS AND COMPUTER ACCESS**

About 17% of respondents said they had received a City publication either electronically or via hard copy within the past year while 73% said “no” and some were unsure (10%). Of those who received the publications, 83% found the information useful and 23% attended an event in the past year based on what they read in the City publication.

When looking at the answers of the Hispanic respondents, only about 15% reported receiving City publications in the past year. This is 4 percentage points lower than the overall results. The Hispanic respondents did not find the information as useful as other respondents. In the overall responses 83% found the information useful as compared to 72% of the Hispanic respondents. In addition, only 17% of the Hispanic respondents have attended a City sponsored event based on information obtained from a City publication; this compared to 23% of respondents overall.

**Table 24.**

Have you received a City publication either electronically or via hard copy within the past year?

	Yes	No	Not sure/Refuse
Ward 1	17.8%	69.8%	12.4%
Ward 2	17.9%	71.5%	10.6%
Ward 3	13.4%	81.0%	5.7%
Ward 4	15.2%	73.1%	11.7%
Ward 5	19.3%	72.5%	8.1%
Ward 6	17.1%	72.4%	10.5%
Hispanic Respondents	13.6%	82.6%	3.8%
<i>All Respondents</i>	16.8%	73.2%	10.0%

Very many (81%) have access to a personal computer and the internet. However, when compared by Ward, those in Ward 6 (90.7%) and Ward 4 (90.1%) were more likely to have computer access than those in other Ward locations. Hispanic respondents were among the most likely not to have computer access. Only 62% of the Hispanic respondents as compared to 81% of all respondents reported having access to a personal computer and the internet.

**Table 25.**

Do you have access to a personal computer and the internet?

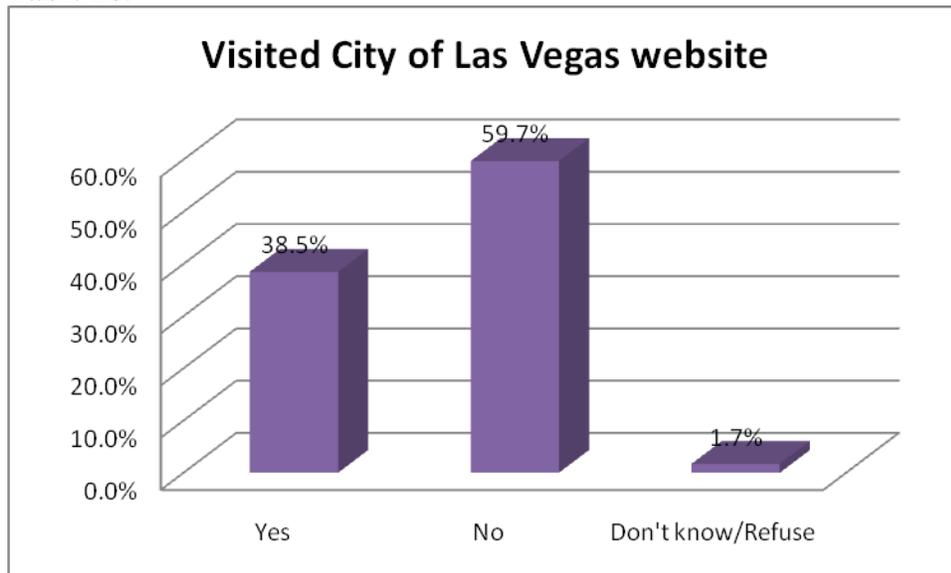
	Yes	No
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Ward 1	81.4%	18.6%
Ward 2	88.1%	11.9%
Ward 3	60.4%	39.6%
Ward 4	90.1%	9.9%
Ward 5	69.5%	30.5%
Ward 6	90.7%	9.3%
Hispanic Respondents	62.3%	37.7%
<i>All Respondents</i>	81.1%	18.9%

**WEBSITE TOPICS AND USEFULNESS OF INFORMATION**

About 38% of those with computer access had visited the official City of Las Vegas website at <http://www.lasvegasnevada.gov> and the most frequently accessed information that had to do with programming and events/parks and recreation (11.3%) and community resources (10.6%). Other information accessed included law and public safety (8.6%), streets and transportation (8.2%), education and learning (6.4%), senior services (6.1%), animal licensing (4.2%), Yucca Mountain (4.2%), parking tickets (4.1%), and information on inmates (3.5%). For each topic, about half of those respondents selected the topic when the question was first presented as an open-ended question and the other half recognized the topic only after a list of topics was read to them. Most (89.8%) found the information on the website useful and said they found the information they were looking for (90.8%).

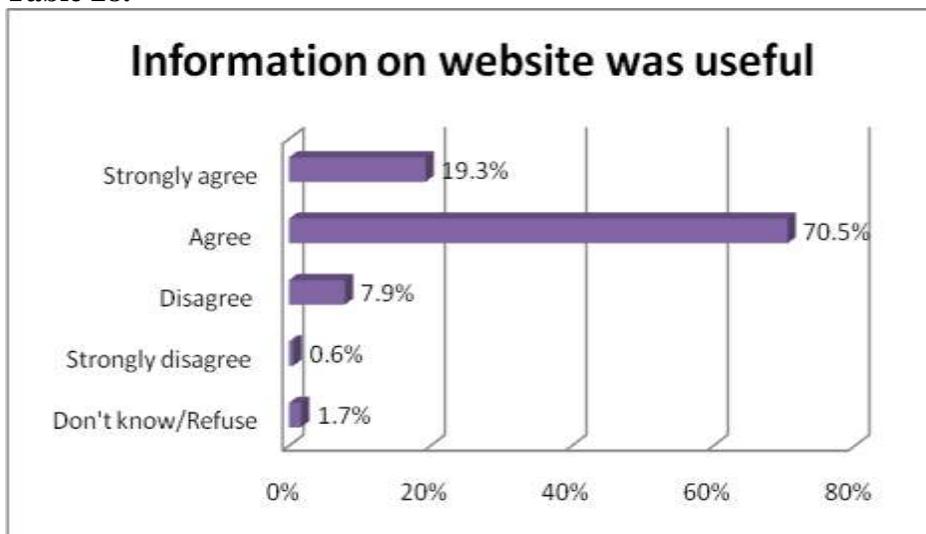
**Table 26.**



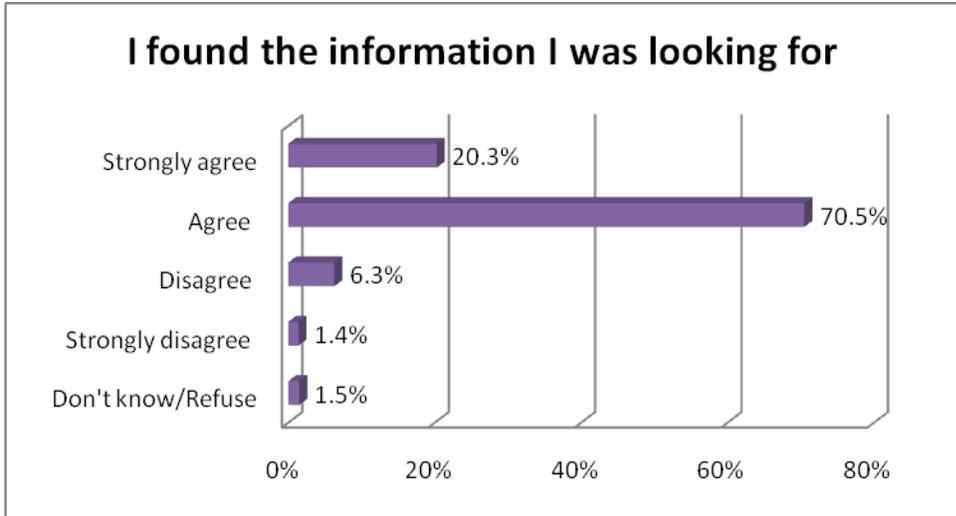
**Table 27. What kind of information did you access on the official City of Las Vegas Website?**

<i>Information on...</i>	
<b>Programming and events (parks &amp; recreation)</b>	11.3%
<b>Community resources</b>	10.6%
<b>Laws and public safety</b>	8.6%
<b>Streets and transportation</b>	8.2%
<b>Education and learning</b>	6.4%
<b>Senior services or programming</b>	6.1%
<b>Animal licensing</b>	4.2%
<b>Yucca Mountain</b>	4.2%
<b>Parking tickets</b>	4.1%
<b>Inmates</b>	3.5%

**Table 28.**



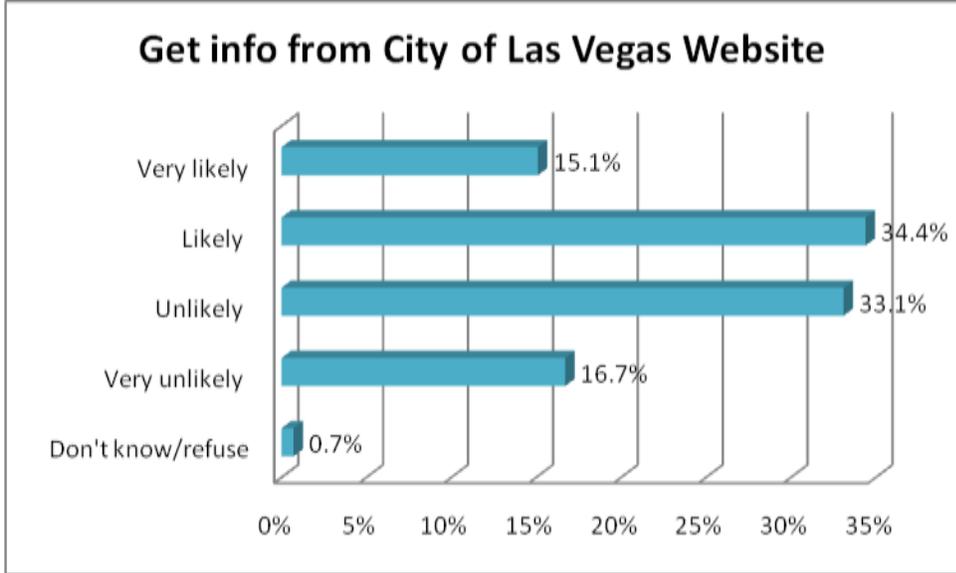
**Table 29.**



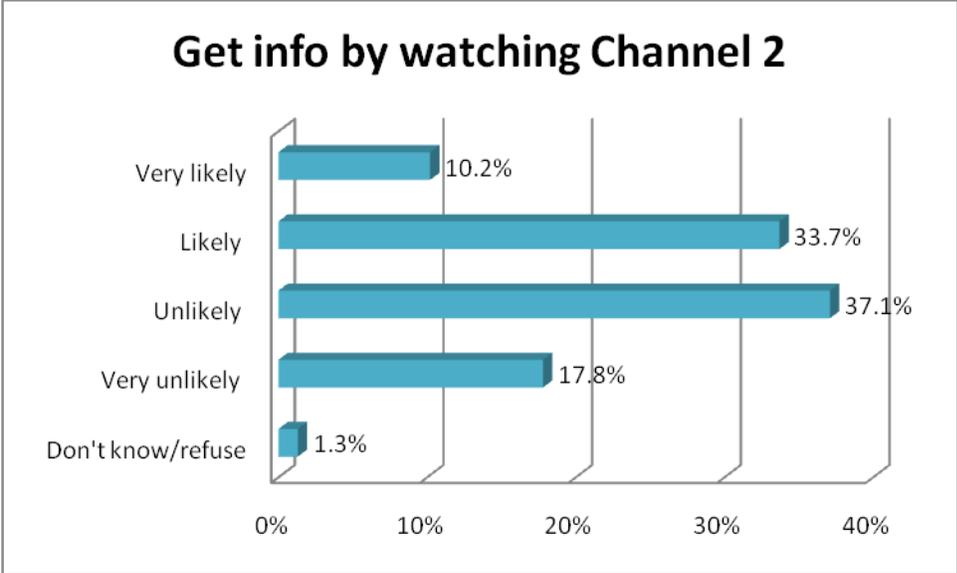
***WHERE THEY GET INFORMATION***

Respondents were asked to think about how they currently get information about City events or issues of interest, and how likely they would be to obtain information from the city about things like community meetings, programs or events, or City Council Meetings from various sources. Respondents were slightly more likely to call for information (49.6%) or look on the website (49.5%) than to visit a city facility (47.6%) or watch Channel 2 (43.9%).

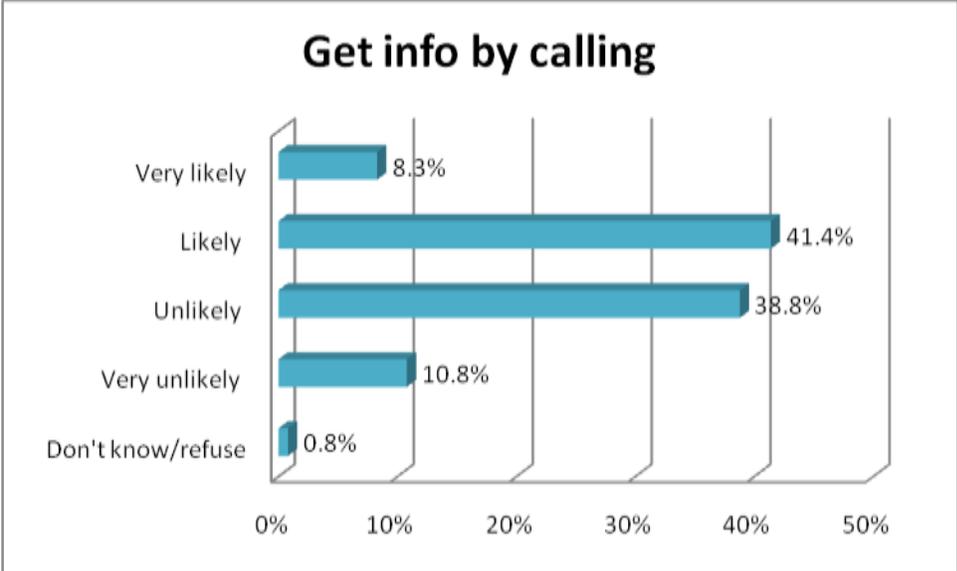
**Table 30.**



**Table 31.**

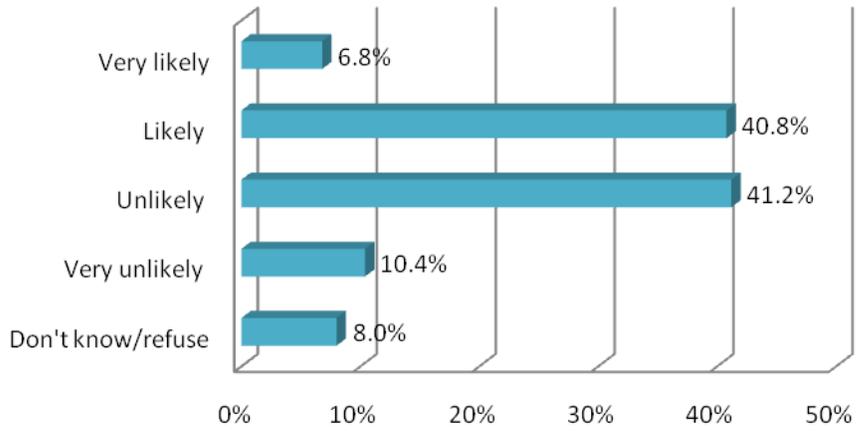


**Table 32.**



**Table 33.**

## Get info by visiting a City facility



## SERVICES THE CITY SHOULD BE PROVIDING TO RESIDENTS

### *What services do you think that the City of Las Vegas should be providing for its residents?*

Respondents were asked this question randomly either at the beginning of the survey (Question Order 1) or at the end of the survey (Question Order 2). The data is displayed in question order in the table below. The score presented is the combined total of all respondents who answered that the service should be provided by the city of Las Vegas.

Valid percents are presented.

Responses were placed into 25 service categories. 13 services were more likely to be selected at the beginning of the survey, and 11 services were more likely to be selected at the end, and 1 service was equally as likely to be selected at the beginning or the end of the survey (emergency medical services).

Those who got Question Order 1 responded at a point in the survey when no prior discussion of city services had taken place. The responses are unprompted and unaided. The Order 2 results are surprising in that the response percentages were very small, even though the respondents had completed the 20 minute survey and had been asked to provide some detail for most of the services in the list above. Prior to any discussion of city services, 9.1% from the Order 1 sequence mentioned “fire department services” (fell to 5.7% in Order 2). Nearly 7% were able to mention “law enforcement in city parks”, “maintenance of city streets”, and “traffic enforcement”. In the Order 2 sequence, “programming for seniors” (6.7%) and “programming for youths” (6.4%) were mentioned most often.

**Table 34.**

City Should Provide Services	Order 1	Order 2
Graffiti Removal Program	2.3%	1.3%
Cleaning Vacant Lots	1.4%	1.0%
Illegal Sign Removal	0.8%	1.1%
Homeless Camp Removal	0.7%	1.0%
Fire Department Services	9.1%	5.7%
Law Enforcement Services in City Parks	6.6%	5.2%
Maintenance of City Streets	6.9%	4.4%
Maintenance of City Parks	5.9%	2.2%
After School Programs	3.4%	4.2%
Art and Cultural Programs	1.9%	3.6%
Programs for Youths	4.2%	6.4%
Programs for Seniors	2.9%	6.7%
Traffic Enforcement	6.7%	4.8%
Homeless Person Assistance	3.0%	3.3%
Released Convict Assistance	0.5%	0.7%
Support for Neighborhood Associations	2.3%	1.9%
Neighborhood Outreach	2.0%	2.8%
Transportation	4.5%	0.5%
Employment Services	1.3%	1.1%
Emergency Medical Services	0.5%	0.5%
Health Care	2.5%	1.9%
Education	1.3%	0.6%
Drug Abuse Programs	0.3%	
Disability Services	0.1%	0.3%
Financial Services		1.9%

## SATISFACTION WITH CITY SERVICES

*For each of the following city services indicate if you are satisfied, somewhat satisfied, somewhat dissatisfied, or dissatisfied with the service. If you have not used or are not familiar with the service select N/A.*

The City of Las Vegas supplied a list of 28 services for which they wanted to assess satisfaction. Table 35 below shows the responses by all respondents and by wards. The percentages in the table are valid percents, which mean they represent only the percentage of respondents who answered the question. For each of the services, approximately 25% indicated that they had not use the service or did not know about the service. The range of respondents who did not use the services was between 18% and 27%.

When looking at the data in the aggregate, the services that ranked highest in satisfaction were “*communication received from the city*” and “*emergency medical services*”. Eighty-two percent (82%) of respondent who had used or were familiar with these services were satisfied or very satisfied with the services. This was followed closely by eighty-one percent (81%) who were satisfied or very satisfied with the “*variety of programs and services available for youths*”. Eighty percent (80%) were satisfied or very satisfied with the following services: “*availability of programs and services offered*”, “*function and reliability of the sewer system*”, “*variety of programs and services available for youths*”, and “*animal control*”.

**Ward 1:** The service that most residents are satisfied with in Ward 1 (84%) is animal control. The service with the lowest percentage of satisfaction in Ward 1 is parking enforcement (66%).

**Ward 2:** The services that most residents in Ward 2 are satisfied with (83%) are animal control and emergency medical services. The service that residents in Ward 2 are least satisfied with is law enforcement in city parks (67%).

**Ward 3:** The services that most residents in Ward 3 are satisfied with are emergency medical services and fire department services (79%). The service that residents in Ward 3 are least satisfied with is safety in city parks and recreational facilities.

**Ward 4:** The services that most residents in Ward 4 are satisfied with (89%) are the overall condition of city streets and the variety of services and programs offered for youth and children. In Ward 4 the services that residents are least satisfied with (69%) are illegal sign removal, condition of neighborhood road lane markings, and response time to fix burned out streetlights.

**Ward 5:** The service most residents in Ward 5 are satisfied with (85%) is the availability of programs offered for youth and children. The item residents in Ward 5 are least satisfied with is response time to traffic occurrences (59%).

**Ward 6:** The service that most residents in Ward 6 are satisfied with (88%) is the availability of services and programs offered. The service they are least satisfied with is parking enforcement (65%).

**Table 35: Satisfaction with city services by ward**

Service	All	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6
Communication received from city	82%	84%	79%	77%	83%	81%	84%
Overall city government operations	79%	83%	75%	77%	87%	69%	83%
Emergency management info received from CLV	78%	76%	81%	73%	78%	76%	83%
Overall condition of city parks	78%	81%	80%	68%	79%	80%	82%
Availability of services & programs offered	80%	77%	73%	76%	85%	79%	88%
Variety of services & programs offered	77%	69%	77%	76%	82%	79%	87%
Availability of services & programs offered for children & youth	81%	75%	82%	77%	82%	85%	86%
Variety of services & programs offered for children & youth	80%	80%	76%	71%	89%	83%	80%
Overall condition of city streets	79%	72%	76%	73%	89%	76%	84%
Function & reliability of the sewer system	80%	83%	72%	70%	87%	82%	81%
Municipal Courts	77%	68%	77%	76%	84%	76%	81%
Animal control	80%	84%	83%	78%	81%	75%	79%
Fire department services	80%	78%	73%	79%	86%	78%	86%
Emergency medical services	82%	79%	83%	79%	88%	82%	82%
Safety at city parks and recreational facilities	74%	70%	77%	60%	73%	79%	80%
General safety in the CLV	72%	73%	70%	62%	75%	78%	73%
Law enforcement in CLV parks and facilities	69%	72%	67%	66%	72%	64%	74%
Graffiti removal program	76%	70%	74%	64%	77%	80%	85%
Cleaning vacant lots	70%	68%	69%	65%	69%	68%	77%
Illegal sign removal	74%	73%	70%	71%	77%	80%	74%
Homeless encampment removal	69%	70%	68%	65%	73%	64%	71%
Availability of parking in the downtown area	71%	66%	70%	64%	75%	75%	73%
Parking enforcement	68%	75%	72%	63%	73%	60%	65%
Condition of my neighborhood road land markings	72%	72%	79%	61%	69%	79%	70%
Response time to fix burned out streetlights	71%	70%	72%	68%	69%	74%	74%
Response time to violent crimes	74%	78%	76%	66%	74%	74%	74%
Response time to non-violent crimes	73%	68%	0%	76%	75%	75%	73%
Response time to traffic occurrences	69%	69%	73%	68%	73%	59%	69%

## GOOD/BAD SERVICES TO REDUCE

Due to a cut in budget, some services may have to be reduced, for each of the following services please indicate whether this would be a very good, good, bad, or very bad service to reduce.

Participants were asked to respond to the question above. The scores presented in Table 36, below, are the combined total of all respondents who answered that the service is a “very bad” or “bad” service to cut. Valid percents are presented. Refusals and those unable to provide a definitive answer were removed from the data for this table. Any unusually high responses from either end of the scale (very good, very bad) will be reported after this table. The range of non-responders for each of the items was between 1.5% and 3.7%. The list that the respondents considered for service reduction consisted of 22 services.

**Table 36: Bad services to reduce due to a cut in the budget.**

Service	All	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6
General safety services	87%	84%	85%	88%	88%	84%	87%
Response time to traffic occurrences	86%	85%	84%	86%	88%	87%	84%
Programs for youths	86%	82%	90%	83%	90%	86%	85%
Response time to medical emergencies	86%	65%	84%	91%	92%	83%	83%
Response rates to violent crime	86%	84%	86%	82%	90%	82%	82%
Fire prevention	86%	87%	83%	87%	85%	82%	86%
Programs for seniors	86%	87%	83%	88%	86%	87%	87%
Traffic enforcement	85%	85%	89%	87%	86%	82%	80%
Response rates to non-violent crimes	85%	87%	81%	84%	86%	87%	82%
Response rates to violent crime	85%	86%	82%	83%	87%	91%	87%
Crime prevention	84%	83%	82%	85%	84%	86%	83%
Art & cultural programs	70%	71%	65%	72%	71%	74%	67%
Maintenance of city streets	68%	74%	70%	77%	67%	65%	62%
Graffiti removal program	68%	75%	71%	64%	72%	70%	59%
Cleaning vacant lots	68%	72%	66%	66%	77%	68%	62%
After school programs	68%	76%	61%	63%	69%	68%	69%
Emergency medical services	68%	65%	64%	67%	66%	70%	62%
Maintenance of city parks	66%	75%	66%	65%	66%	65%	63%
Fire response services	66%	70%	63%	71%	63%	66%	65%
Law enforcement in city parks and facilities	65%	60%	73%	68%	65%	61%	65%
Homeless encampment removal	65%	69%	62%	70%	65%	70%	59%
Illegal sign removal	65%	65%	60%	61%	65%	69%	65%

When looking at the aggregate data the services that most people do not want cut during budget cuts are general safety services. While safety is of importance to the respondents, a further definition of “general safety” cannot be discerned from the survey data. Eighty-seven percent (87%) think that cutting safety services is a bad (68%) or very bad (19%) service to cut. This was followed closely by nine services in the second rank that 86% of the respondents thought

would be very bad or bad to cut during these current budgetary times. Those services are: response time to traffic occurrences, youth programming, response time to medical emergencies, response rates to violent crime, fire prevention, senior programming, traffic enforcement, and response time to both violent and non-violent crimes. On the other end of the spectrum, only 65% of the respondents think that illegal sign removal is a bad (53%) or very bad (12%) service to cut. Even though illegal sign removal is ranked as the last service to cut, more than half of the respondents do not want the service cut.

**Ward 1:** The services most residents don't want cut (87%) are fire prevention, programs for seniors, and response time to non-violent crimes. The service that most in Ward 1 would cut is law enforcement in city parks and facilities (60%).

**Ward 2:** The service most residents in Ward 2 don't want cut (90%) is programs for youths. The service with the lowest percentage responses from residents in Ward 2 indicating that the service should not be cut is illegal sign removal (60%). In addition, more than a quarter (26%) of the respondents from Ward 2 selected that response rates to violent crime would be a "very bad" service to cut; 26% also reported that response times to violent crimes is a "very bad" service to cut.

**Ward 3:** The service most residents in Ward 3 don't want cut (91%) is response time to medical emergencies. The service that residents in Ward 3 think should be cut is illegal sign removal (60%). In addition, more than 28% of the respondents from Ward 3 indicated that reducing or cutting art and cultural programs is "very bad".

**Ward 4:** The service most residents in Ward 4 don't want cut (92%) is response time to medical emergencies. The service with the lowest percentage of responses indicating that the service should not be cut is fire response services (63%). In addition, 25% of the respondents from Ward 4 reported that traffic enforcement is a "very bad" service to cut.

**Ward 5:** The service most residents in Ward 5 don't want cut (91%) is response time to violent crime. The service with the lowest percentage of responses from residents in Ward 5 reporting that the service should not be cut is law enforcement services in city parks and facilities (61%).

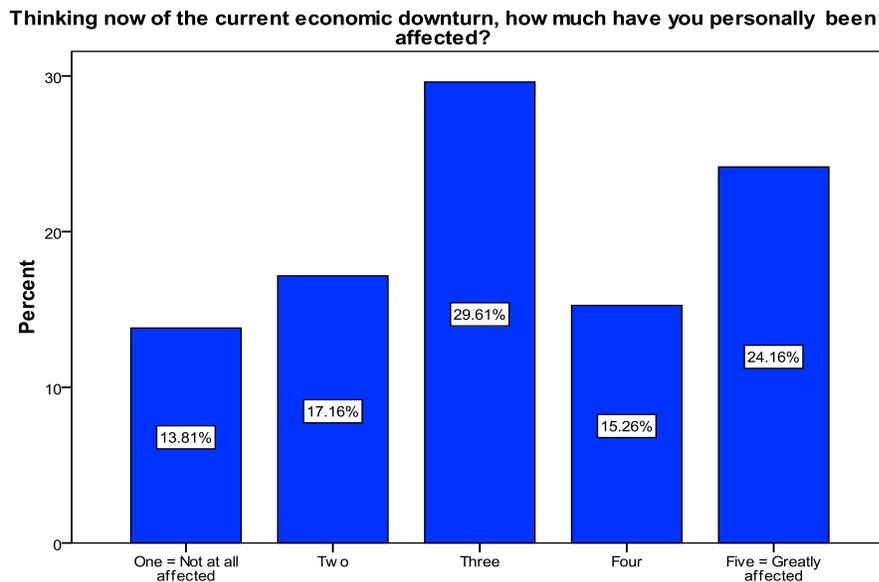
**Ward 6:** The services most residents in Ward 6 don't want cut are general safety services, programs for seniors, and response times to violent times (87%). The services with the lowest percentage of responses from residents in Ward 6 reporting that the services should not be cut are graffiti removal programs and homeless encampment removal (59%).

## AFFECT OF ECONOMIC DOWNTURN ON RESPONDENTS

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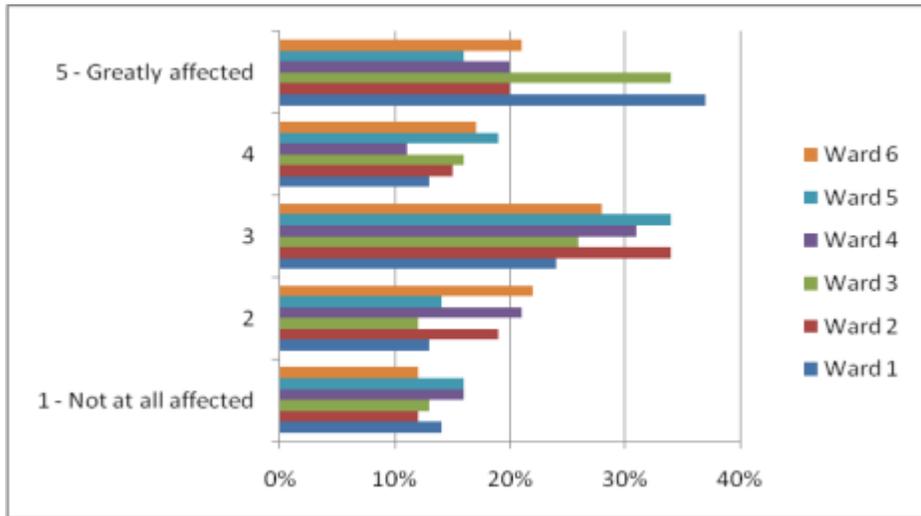
*Thinking now of the current economic downturn, how much have you personally been affected? Use a scale of one to five where one means you have NOT been affected at all, and five means that you have been GREATLY affected by the current economic downturn?*

Table 37. Affect of economic downturn on respondents



The survey shows that most of most of the respondents (39%) have been adversely affected by the current economic downturn. Twenty-four percent (24%) indicated they have been greatly affected by the economic downturn and 15% selected four on the five point scale. About a third 29% selected three, and 31% indicated they have not been affected by the economic downturn with nearly 14% indicating that they have not been affected at all by the economic downturn.

Table 38. Affect of economic downturn on respondents by ward



As Table 38, above indicates, the ward with the largest percentage of respondents who reported that they have been greatly affected by the current economic downturn is Ward 1 (36%); this was followed closely by Ward 3 (34%). Those most likely to report that they have not been greatly affected by the current economic downturn are from Ward 2 and Ward 6 (12%).

***ITEMS CLV SHOULD BE CONSIDERING DURING ECONOMIC DOWNTURN***

*I am going to read a list of items to you, keeping in mind the current economic downturn, which items, if any should the city of Las Vegas be considering at this time.*

Table 39.

Move From Other Programs for:	All	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6
Fire response services	35%	34%	37%	44%	29%	35%	33%
Emergency medical response services	49%	50%	47%	60%	44%	51%	47%
Economic development to bring in more business	51%	46%	51%	49%	48%	57%	54%
Cultural opportunities	26%	26%	24%	36%	23%	26%	21%
Parks & recreational opportunities	29%	32%	22%	40%	22%	34%	29%
After school programming	60%	62%	53%	69%	54%	68%	57%
Services to low income families	57%	67%	54%	76%	48%	60%	51%
Programs & services for seniors	62%	59%	62%	72%	54%	70%	60%
Responding to the needs of the homeless	55%	55%	51%	68%	53%	62%	46%
Increased park safety	35%	39%	33%	40%	31%	45%	28%
Addressing foreclosures	45%	45%	43%	52%	42%	52%	42%
Affordable housing issues	53%	57%	50%	62%	46%	55%	51%

Respondents were asked to keep in mind the current economic downturn and respond to considering moving money from other programs to fund a list of 12 city services. When looking at the answers of all respondents the programs they most want to see money moved to, from other programs, are programs for seniors (62%), after school programming (60%) and services to low income families (57%). The services that the respondents least want to move funds for are, cultural programs (26%) and parks and recreation (29%). Twenty-percent (20%) also indicated that all city services should be reduced and 8% reported that none of the items on the list should receive funds moved from other programs.

**Ward 1:** The services most residents from Ward 1 want funds from other programs moved to are services to low income families (67%) and after school programming (62%). The service that residents from Ward 1 least want to see funds moved to is cultural opportunities (26%).

**Ward 2:** The services most residents from Ward 2 want funds from other programs moved to are programs for seniors (62%) and services to low income families (54%). The service that residents from Ward 2 least want to see funds moved to is parks and recreational opportunities (22%).

**Ward 3:** The services most residents from Ward 3 want funds from other programs moved to are services to low income families (76%) and programs for seniors (72%). The service that residents from Ward 3 least want to see funds moved to is cultural opportunities (36%).

**Ward 4:** The services most residents from Ward 4 want funds from other programs moved to are program for seniors (54%) and after school programming (54%). The service that residents from Ward 4 least want to see funds moved to is park and recreational opportunities (22%).

**Ward 5:** The services most residents from Ward 5 want funds from other programs moved to are programs for seniors (70%) and after school programming (68%). The service that residents from Ward 5 least want to see funds moved to is cultural opportunities (26%).

**Ward 6:** The services most residents from Ward 6 want funds from other programs moved to are programs for seniors (60%) and after school programming (57%). The service that residents from Ward 6 least want to see funds moved to is cultural opportunities (21%).

**MORE – LESS – THE SAME- EMPHASIS ON CITY SERVICES**

For the following items please indicate if during a recession the City should have “more”, “less” or “about the same” emphasis on each.

Table 40. City should place emphasis on the following

Item	More	Less	Same	DK
Fire response services	18%	3%	77%	2%
Emergency medical response services	28%	2%	69%	1%
Economic development to create more jobs	72%	8%	18%	2%
Cultural opportunities	19%	38%	40%	3%
After school programming	53%	12%	32%	3%
Services for low income families	54%	9%	34%	3%
Services for seniors	55%	7%	37%	2%
Foreclosure prevention services	56%	16%	24%	4%
Law enforcement in city parks & facilities	33%	10%	55%	2%
Parks & recreational opportunities	21%	21%	56%	2%
Graffiti removal services	29%	12%	58%	1%
Road maintenance	39%	8%	52%	1%
Maintenance of streetlights	20%	6%	72%	2%
Government access TV	16%	31%	49%	4%
Cleaning vacant lots	31%	17%	49%	3%
Illegal sign removal	24%	18%	52%	5%
Homeless encampment removal	32%	15%	45%	7%
Reduce all services	15%	23%	53%	9%

When looking at the services that residents want the City to put more emphasis on during a recession are economic development to create more jobs. Nearly three quarters (72%) reported more emphasis should be placed on this item. There were five additional services that more than 50% of the respondents reported that the City should be putting more emphasis on at this time. Those services are: foreclosure prevention services (56%), services for seniors (55%), services for low income families (54%), and after school programming (53%).

The two services that the highest percentages of respondents want the City of Las Vegas to put less emphasis on at this time are cultural opportunities (38%) and government access TV (31%).

For many of the items the data shows that people in the community think that the City of Las Vegas is putting sufficient emphasis on them and that emphasis should remain the same. Topping this portion of the list is fire response services. Seventy-seven percent (77%) think that

the emphasis on fire response services should remain the same. This was followed by 72% who indicated that the emphasis placed on streetlight maintenance should remain about the same, and 69% who think that the emphasis on medical emergency services should remain about the same.

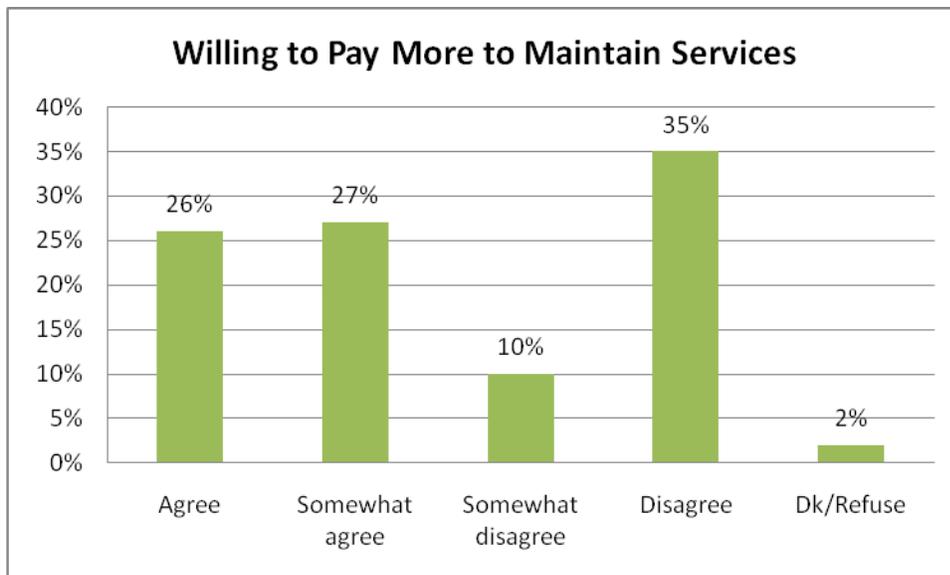
The data is somewhat conflicting regarding fire response services. While 77% don't think that the city needs to put more emphasis on fire response, 86% think it is a bad service to cut and 80% are satisfied with fire response services. The desire not to place more emphasis on these items is probably due to the high levels of satisfaction with the services. A "if it's not broken, don't fix it" mentality might be at play here.

Sixty-nine percent (69%) think that the emphasis that the city puts on emergency medical services should remain the same. In addition 68% indicated that emergency medical response services would be a bad service to cut and 68% are satisfied with the emergency medical response services.

### WILLING TO PAY MORE FOR SERVICES

How much do you agree or disagree with the following statement "I would be willing to pay more in order to maintain city programs or maintain the quality of city programs".

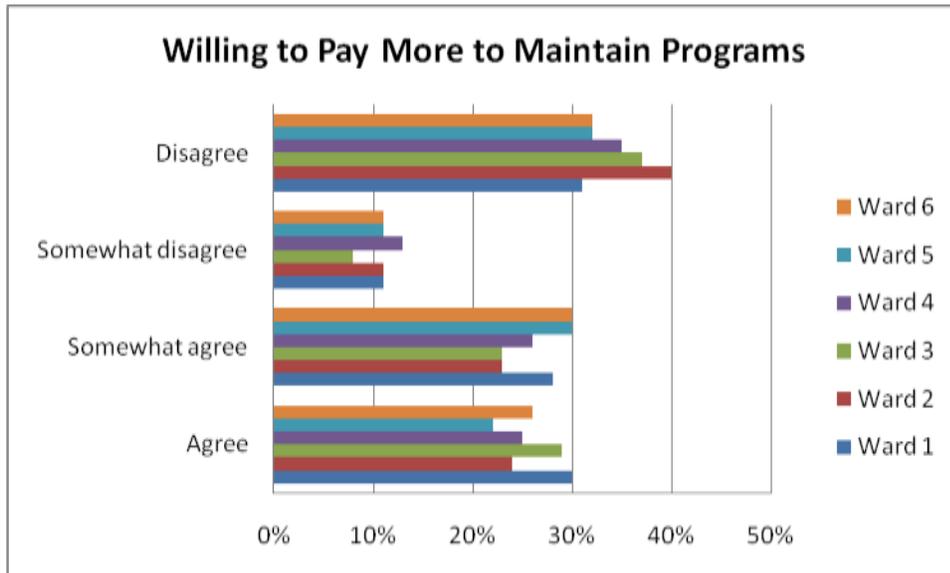
Table 41. Willing to pay more to maintain services



As is indicated in Table 41 above, the bar with the highest percentage is the "disagree" bar. Thirty-five percent (35%) of the survey respondents are not willing to spend more money to maintain city programs or maintain the quality of city programs. However if the agree and somewhat agree responses are summed to provide a positive score and the disagree and somewhat disagree responses are summed to provide a negative score, 53% responded positively indicating willingness to pay more for programs or to maintain the quality of programs. Of these

26% agreed with the statement and 27% somewhat agreed with the statement. Forty-five percent (45%) responded negatively, thus indicating they do not want to spend more for programming. Of these 35% disagreed with the statement and 10% somewhat disagreed with the statement. Two percent (2%) were unable to respond or refused to respond to the question.

Table 42. Willing to pay more to maintain services by ward



The graph above shows, by ward, respondent willingness to pay more to maintain programs or the quality of programs. Those most likely to agree they would pay more to maintain services were from Ward 1 (30%) and Ward 3 (29%). Those least likely to agree were from Ward 2 (40%) and also from Ward 3 (37%).

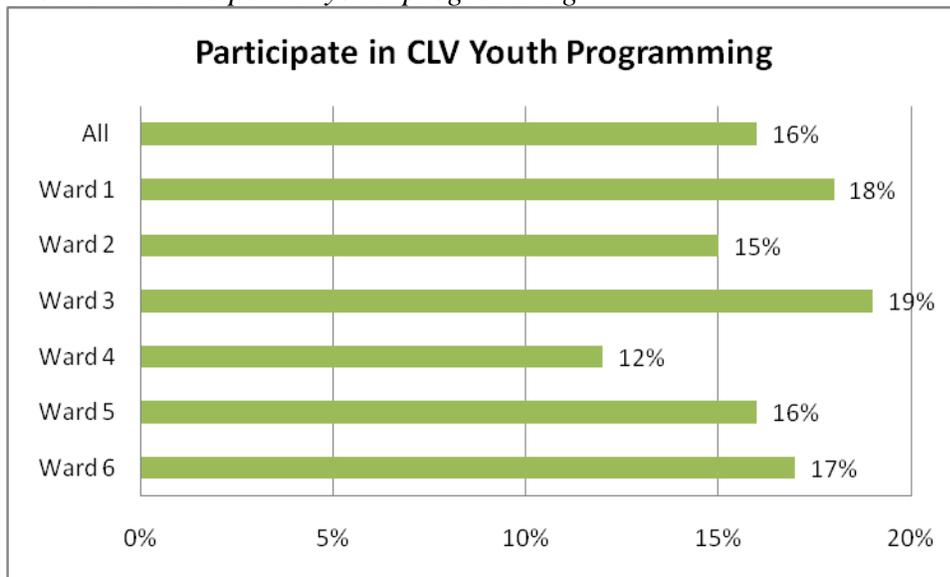
***PROGRAMMING FOR CHILDREN/YOUTHS***

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Twenty-seven percent (27%) of the households indicated that they have children under the age of 18 living in the household. Among this group 43% have children 5 or younger, 55% have children between the ages of 6 and 12, and 49% have children between the ages of 13 to 18.

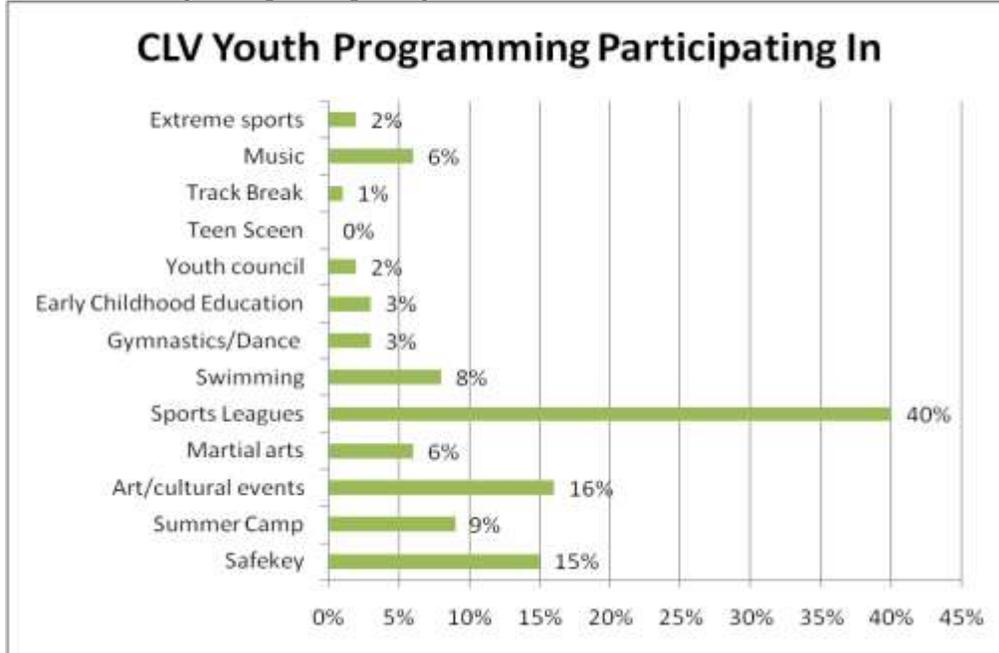
Have the children in your household ever participated in programming or events offered by the City of Las Vegas?

*Table 43. Participate in youth programming*



Of respondent households with children 16% reported that the children in their household participate in youth programming offered by the City of Las Vegas. The highest percentage of youth participation is found in Ward 3 (19%), while only 12% of the families with children under 18 participate in City of Las Vegas youth programming from Ward 4.

Table 44. Programs participating in



The Table 44, above shows which programs those with participating children are currently participating in. As is indicated above, most (40%) take advantage of sports leagues. By 24 percentage points, this is the type of programming that residents are most apt to participate in. Ranked 2<sup>nd</sup> at 16% is art and cultural events and 3<sup>rd</sup> in safekey at 15%. None of the respondents reported using CLV’s Teen Scen and only 1% reported using CLV’s track break programming options.

**Reason for not participating in youth programming offered by City of Las Vegas**

Table 45. Why not participating in programming by ward

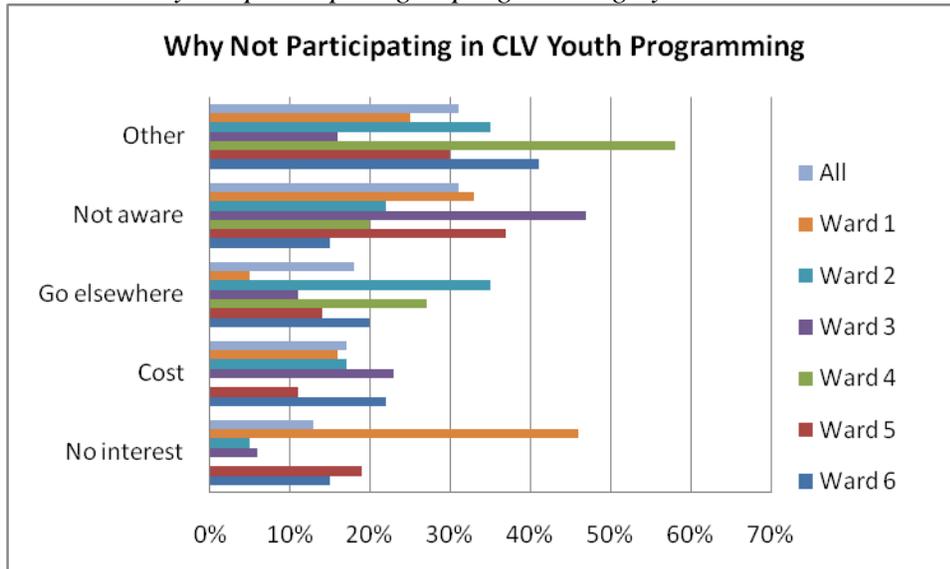
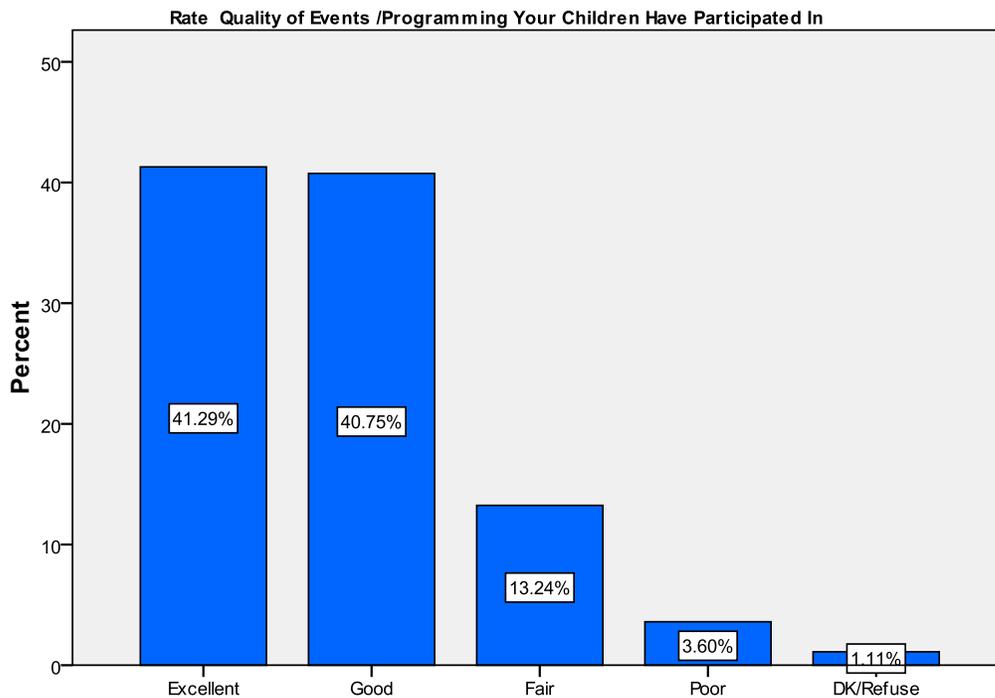


Table 45 above shows, by ward, why households with children under the age of 18 are not participating in City of Las Vegas youth programming. The responses most often given were “not aware of programming” answered by 31% of the subset of households with children not participating in CLV youth programming. An additional 31% offered some other reason for not participating. Most of the responses in this category indicated that children in the household were not old enough to participate and in particular sports programs of interest are not offered by CLV.

In Ward 1, 46% of the households with children under 18 not participating in CLV programming indicated no interest in CLV youth programming, an additional third in Ward 1 indicated that they are not aware on CLV youth programming. In Ward 2, 35% indicated that they participate elsewhere. The main reason for non-participation in Ward 3 is unawareness (47%). In Ward 4 27% participate elsewhere, while in Ward 5 37% participate elsewhere. In Ward 6, 22% reported that they are not participating because of cost.

***Satisfaction with the quality of events and programming for children/youth***

*Table 46. Quality of Youth Programming*

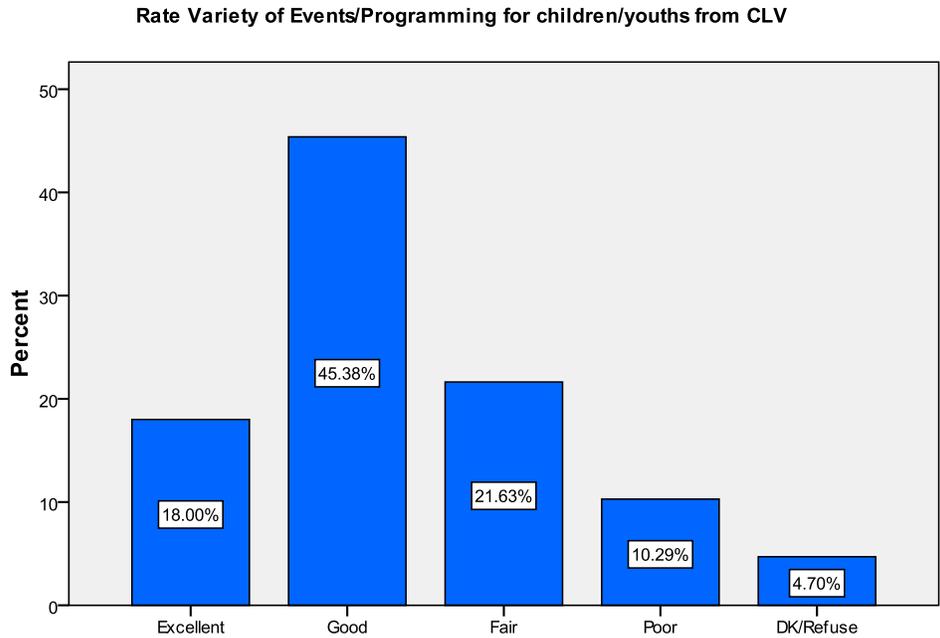


Those households who have children participating in CLV programming for children/youths were asked to rate the quality of the programs. The results were very positive (82%), of these 41% rated the quality as “excellent” and 41% rated the quality of programming

“good”. Among those who did not rate the quality of children’s programming offered by City of Las Vegas positively (17%), 13% rated the quality of children’s programming “fair” and 4% rated the quality “poor”.

***Satisfaction with the variety of events and programming for children/youth***

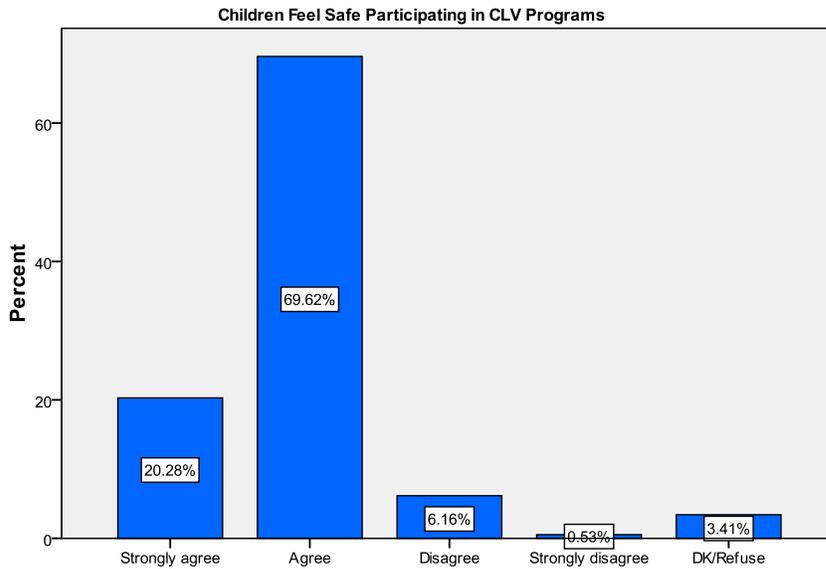
*Table 47. Quality of Youth Programming*



Sixty-three percent (63%) of those with children who have participated in CLV youth programming are satisfied with the variety of events and programming offered. Of these 18% rated the variety of programming and events “excellent” and 45% “good”. Of those who did not rate the variety of programming positively (32%), 22% rated variety of youth programming “fair” and 10% rated it “poor”.

*Children feel safe participating in CLV programming*

*Table 48. Safety of Youth Programming*



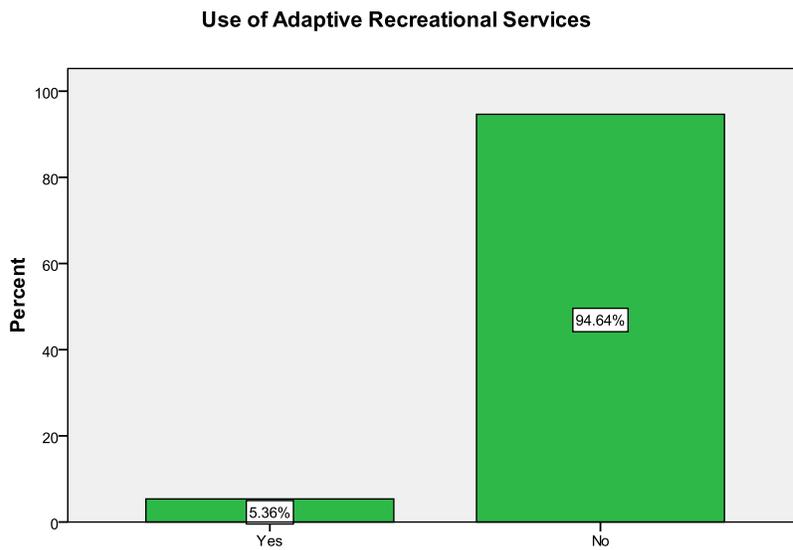
The survey data indicated that residents feel safe having their children participate in the youth programming and events offered by the City of Las Vegas. Ninety percent (90%) agreed that their children felt safe participating in CLV programming and events, of these 20% “strongly agreed” and 70% “agreed. Six percent (6%) disagreed with the statement and less than a percent strongly disagreed that their children feel safe participating in the youth programming and events offered by CLV.

## ADAPTIVE RECREATIONAL SERVICES

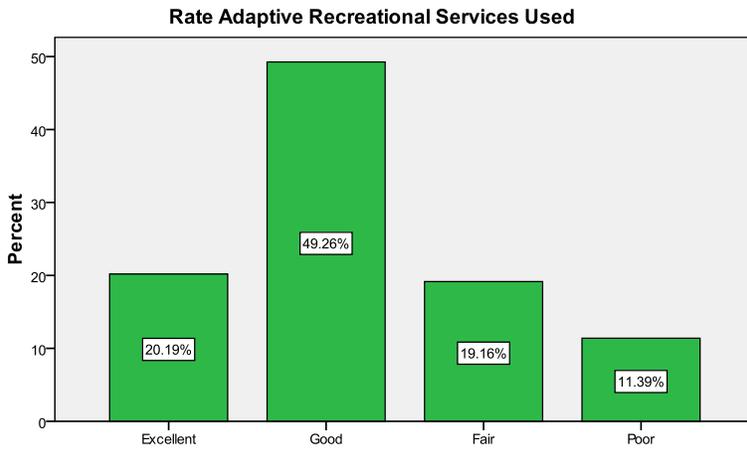
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***Do you use adaptive recreational services offered by the City of Las Vegas? These are recreational activities for special needs participants such as wheel chair basketball?***

*Table 49. Use of Adaptive Recreational Services*



*Table 50. Rate Adaptive Recreational Services*



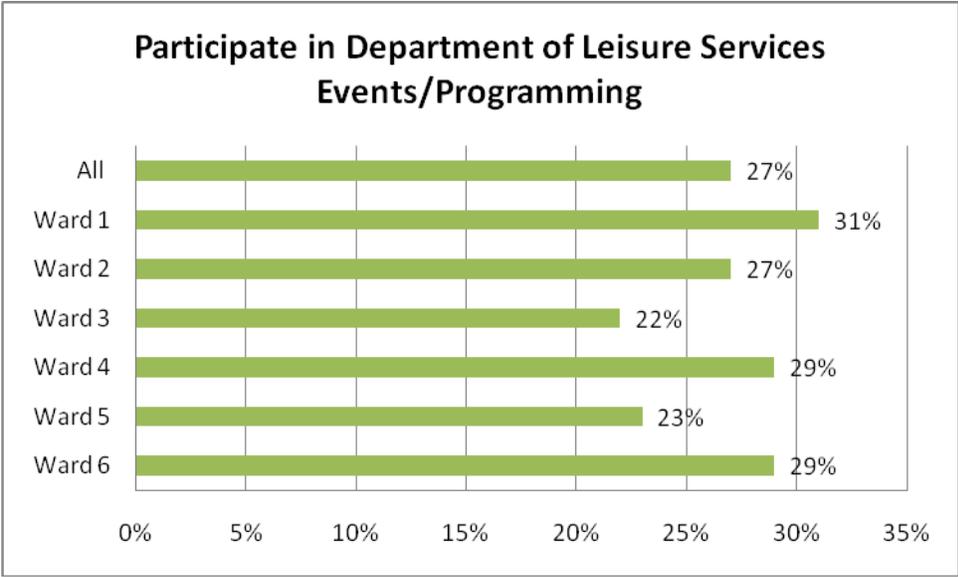
The two graphs above show the percentage of respondents who indicated that they have used the City of Las Vegas adaptive recreational services (5%) and the level of satisfaction with those services (“excellent” - 20%, “good” – 49%, “fair” – 19%, and “poor” – 11%).

### ADULT RECREATIONAL SERVICES

***Excluding programming for youth and children, have you or a member of your household ever participated in the events or programs offered by the City of Las Vegas Department of Leisure Services? (These would include arts and cultural programs, fitness or martial arts programs, or participation in city sports leagues.)***

Twenty-seven percent (27%) of the respondents indicated that they have participated in programming offering by the City of Las Vegas Department of Leisure services. The graph below shows the distribution of participation by ward.

*Table 51. Participate in Adult Events/Programming by Ward*



The ward with the highest level of participation in Department of Leisure Services programming is Ward 1, 31% reported participating in adult programming and events from Ward 1. The ward with the smallest percentage participating in adult programming and events offered by CLV Department of Leisure Services is Ward 3 (22%); this was followed closely by 23% from Ward 5 who also do not participate in adult programming and events.

**Adult programming participating in**

Table 52. Adult Events/Programming Participating in

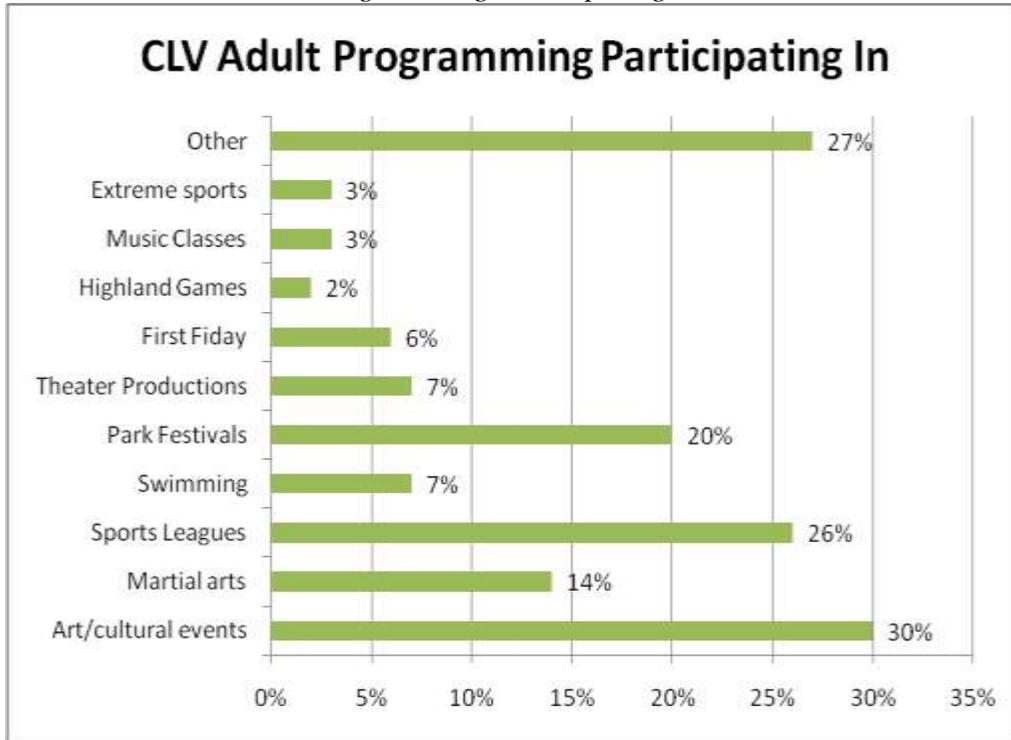


Table 52 above shows which programs and events respondents who indicated that they participate in CLV activities are currently participating in. As is depicted above, the activities and events most participated in are art and cultural events (30%); this was followed by 26% who participate in CLV sports leagues and 20% who attend CLV park festivals. Not many respondents indicated that they participated in extreme sports and music classes (3%) and Highland Games (2%). Among the other activities that respondents indicated that they participate in are “brain injury club”, “hiking club”, “movies in the park” and “senior programming”.

**Why not participating in adult programming and events**

*Table 53. Why not Participating*

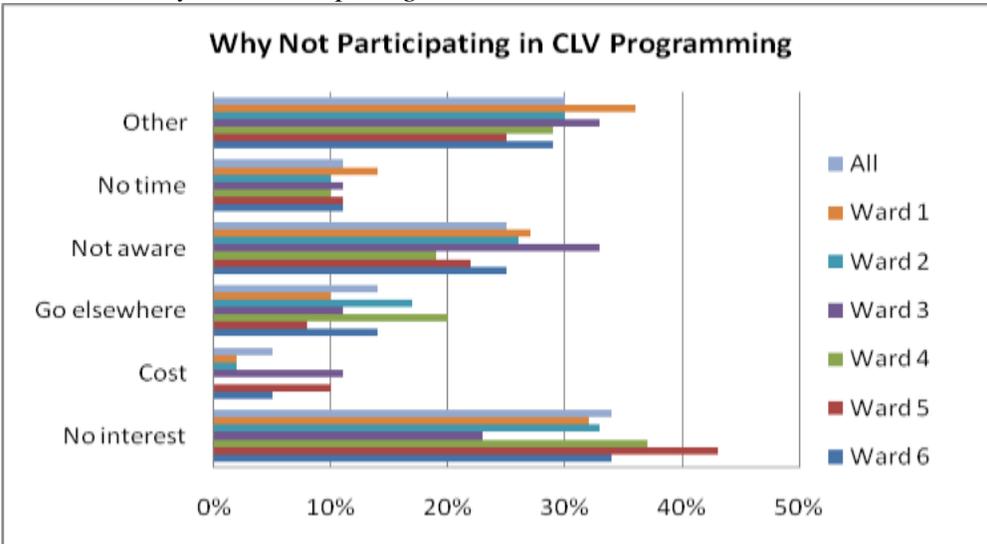


Table 53 above shows, by ward, why respondent households are not participating in programming and events offered by the City of Las Vegas Department of Leisure Services . All of the percentages reported are valid percentages based on the number of participants who responded to the question. When looking at the responses of the respondents not participating, the response provided most often was “no interest” (34%) followed by some “other” reason (30%). The most common other reasons given were “too old”, “various health reasons”, “event locations are too far away”, and “lack of transportation to and from events”.

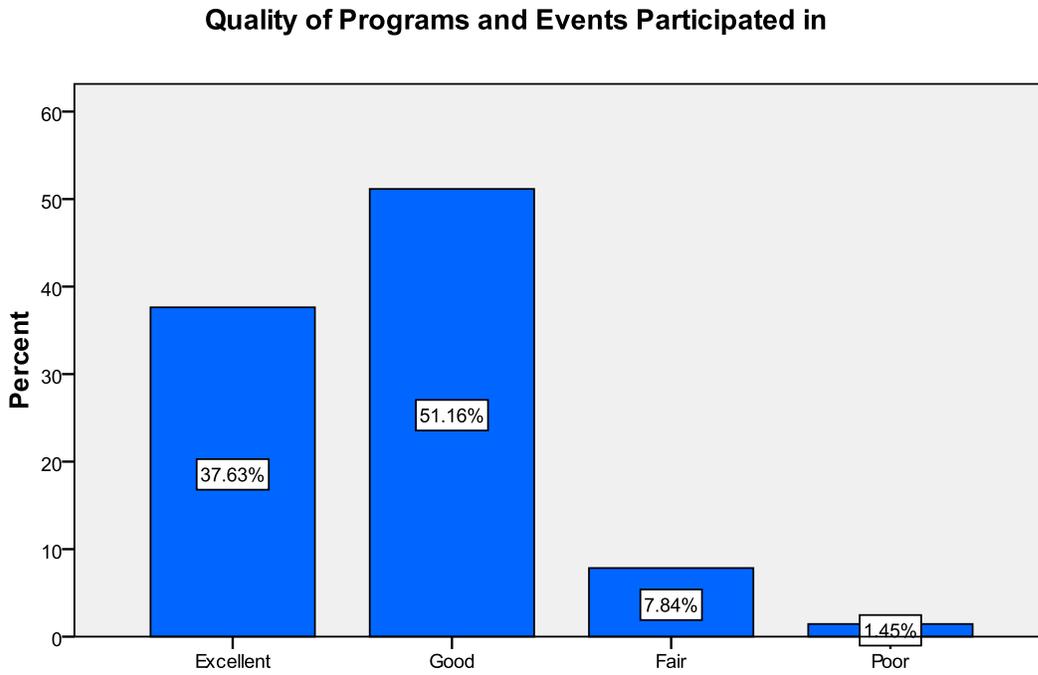
When looking at the data by wards for not participating in CLV’s programming and events, 43% of the respondents in Ward 5 indicated that they are not interested in participating. This was the highest incidence of those reporting no interest in the programming and events offered by CLV. The wards most affected by cost are Ward 3, where 11% reported that they do not participate in City programming and events because of cost and Ward 5, where 10% reported the same.

In Ward 4, 20% reported that they are participating in programming elsewhere; in addition in Ward 4, 37% are not interested in the programming and events offered by CLV. None of the respondents from Ward 4 cited cost as a reason for not participating.

The highest percentage of respondents who are not aware of CLV programming and events are in Ward 3, where a third (33%) reported they are not participating in CLV’s programming and events. In all of the wards between 10% and 11% reported that they do not participate in CLV’s programming and events because they do not have the “time” to participate. In Ward 1 that percentage was slightly higher at 14%.

**How would you rate the quality of events or programming that you have participated in?**

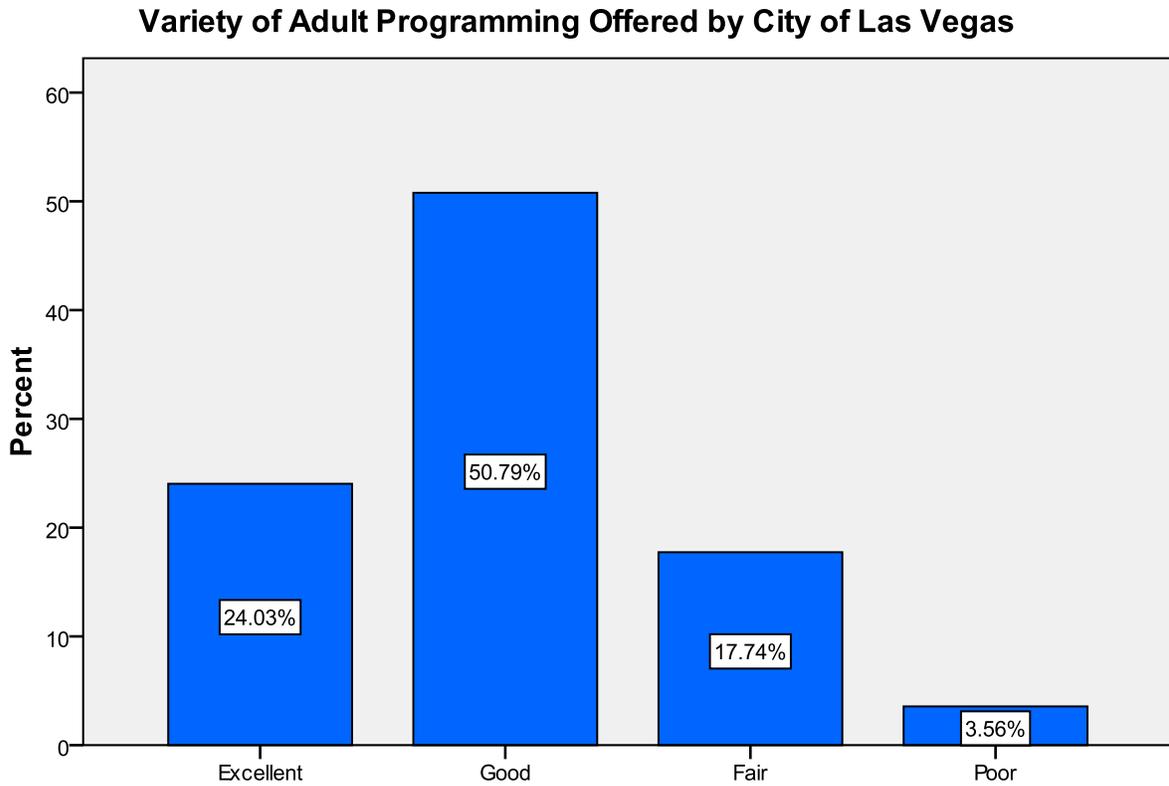
*Table 54. Quality of adult programming and events*



Those households that reported participating in CLV programming and events were asked to rate the quality of the programs and events that they have participated in. The results were very positive (89%), of these 38% rated the quality as “excellent” and 51% rated the quality of programming “good”. Among those who did not rate the quality of programming offered by City of Las Vegas positively (9%), 8% rated the quality of adult’s programming “fair” and 1% rated the quality “poor”.

**How would you rate the variety of events or programming that you have participated in?**

Table 54. Variety of adult programming and events

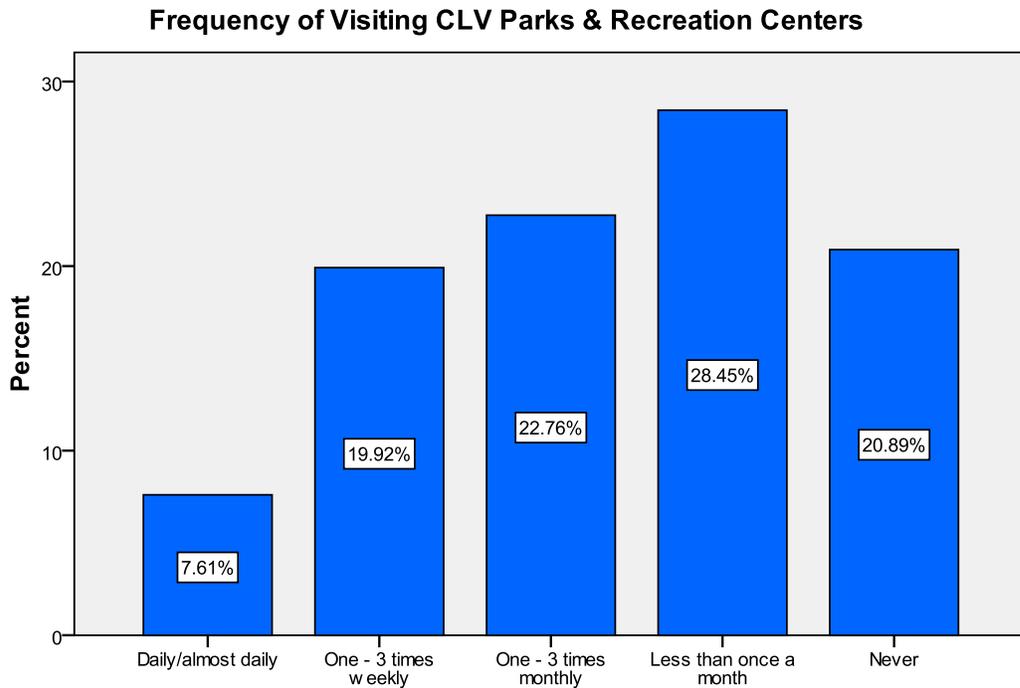


Seventy-five percent (75%) of those who have participated in CLV programming and events are satisfied with the variety of events and programming offered. Of these 24% rated the variety of programming and events “excellent” and 51% rated the adult programming “good”. Of those who did not rate the variety of programming positively (21%), 18% rated variety of adult programming “fair” and 4% rated it “poor”.

***How often do you or members of your family visit City of Las Vegas parks and/or recreation centers?***

This question was asked of all respondents, not just those who had previously reported that they have previously attended City of Las Vegas programming or activities.

*Table 55. Frequency of Visiting CLV Parks & Recreation Centers*



The highest occurrence was the 28% who indicated that they or members of their family visit City of Las Vegas parks and/or recreation centers less than once a month. This was followed by 23% who reported visiting the facilities one to three times monthly and then 20% who visit CLV parks and recreation centers one to three times weeks. About 8% use City of Las Vegas park and recreation facilities on a daily basis, and 21% never use the park and recreation facilities available at CLV.

**The quality and diversity of services offered by the City of Las Vegas address the needs of the community.**

Table 56. Quality & Diversity of Programming

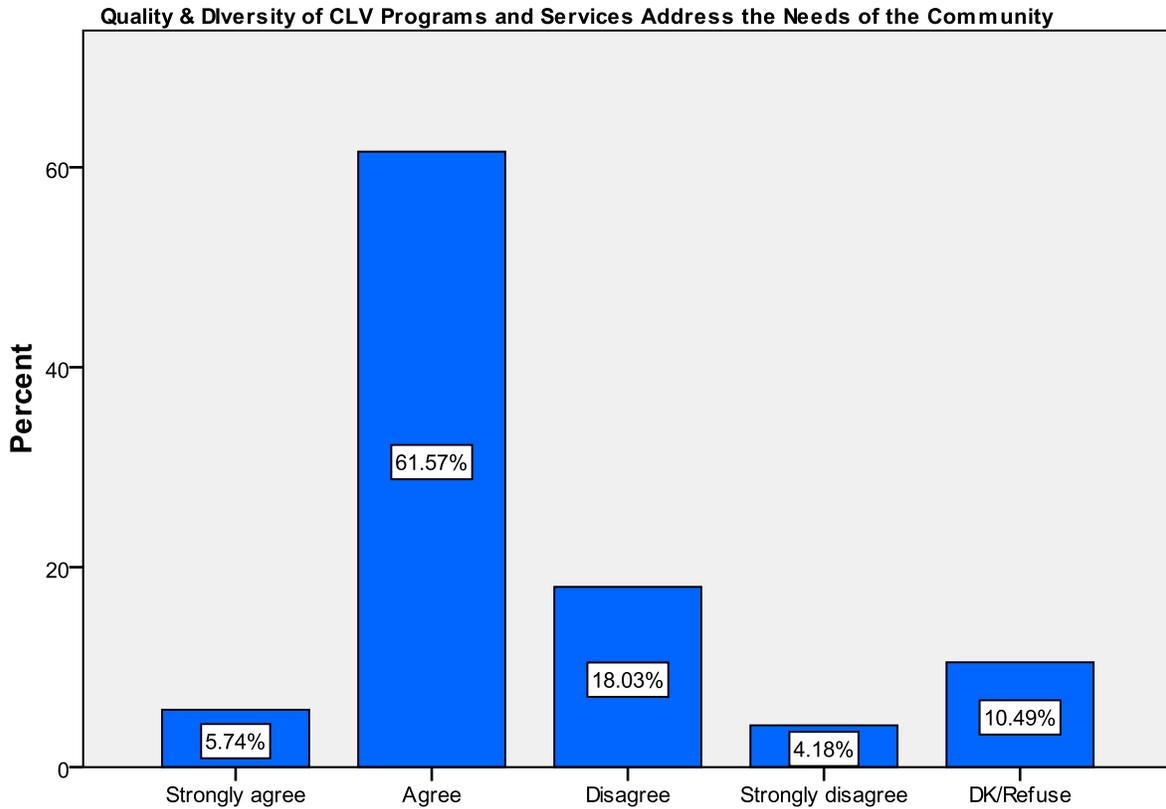
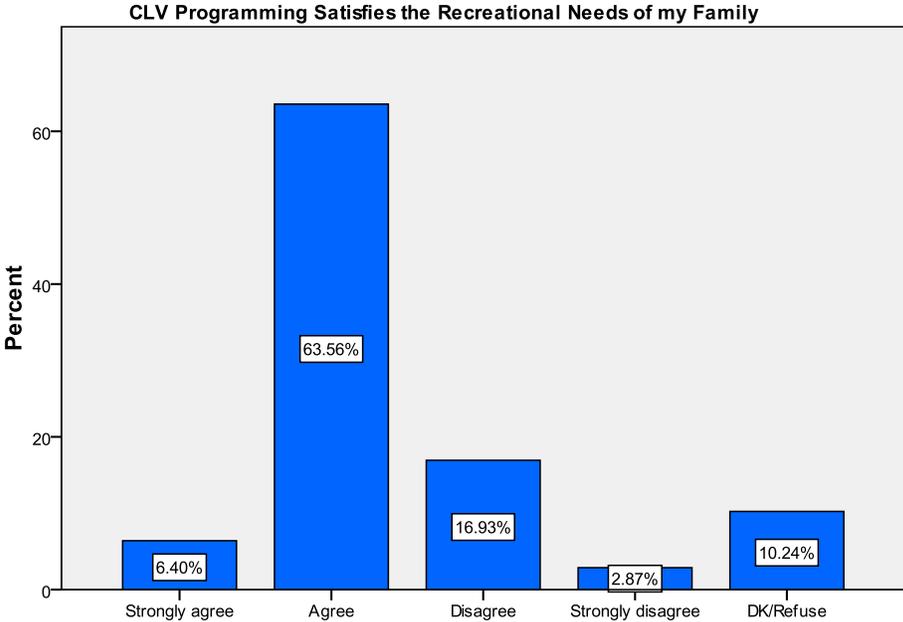


Table 56 above shows how the respondents rate the quality and diversity of City of Las Vegas programming and services. Most (67%) rated those services positively. Six percent (6%) strongly agreed with the statement and 62% agreed with the statement. Among those who did not respond positively (22%), 18% disagreed with the statement and 4% strongly disagreed. Nearly 11% were unable or refused to answer the question.

*The programming offered by the City of Las Vegas, satisfied the recreational needs of my family.*

Table 57. Programming Satisfies Recreational Needs of Family



The table above shows how satisfied respondents are that their recreational needs are being met by the City of Las Vegas’ programming. Most (70%) reported that they were satisfied that the City of Las Vegas programming and services is meeting the recreational needs of the family. Six percent (6%) strongly agreed with the statement and 64% agreed with the statement. Among those who did not respond positively (20%), 17% disagreed with the statement and 3% strongly disagreed. Nearly 10% were unable or refused to answer the question.

*INTERACTION WITH BUILDING AND SAFETY DEPARTMENT*

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**Table58. Satisfaction with Building and Safety Department**

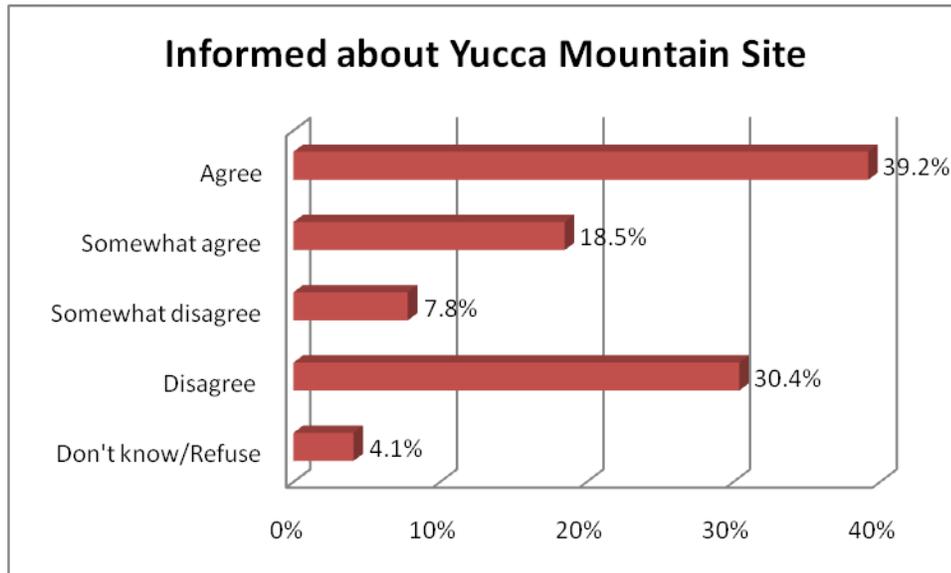
	<i>Satisfied</i>	<i>Somewhat satisfied</i>	<i>Somewhat dissatisfied</i>	<i>Dissatisfied</i>
<b>Knowledge of Building and Safety staff</b>	<b>57.6%</b>	<b>6.1%</b>	<b>8.3%</b>	<b>27.9%</b>
<b>Assistance provided by Development Services Center</b>	<b>66.2%</b>	<b>3.8%</b>	<b>0</b>	<b>29.9%</b>
<b>Quality of services from Development Service Center</b>	<b>62.6%</b>	<b>5.4%</b>	<b>0</b>	<b>32.0%</b>
<b>Courtesy of Building and Safety staff</b>	<b>67.2%</b>	<b>0</b>	<b>5.3%</b>	<b>27.5%</b>
<b>Inspection Process</b>	<b>61.0%</b>	<b>1.1%</b>	<b>5.0%</b>	<b>32.9%</b>
<b>Information from field inspectors</b>	<b>72.9%</b>	<b>1.1%</b>	<b>0</b>	<b>25.9%</b>
<b>Accuracy of information provided by Building and Safety staff</b>	<b>66.6%</b>	<b>11.0%</b>	<b>0</b>	<b>22.4%</b>

During the past year, very few respondents (3.8%) had interacted with the City of Las Vegas Building and Safety Department to request a permit for construction on or an addition to their home. When asked how satisfied or dissatisfied they were with the knowledge of the Building and Safety staff, they seemed satisfied (63.7%) quite often. Seventy percent were satisfied with the assistance they received from the Development Services Center and 68% were satisfied with the quality of services they received from the Development Service Center. A similar percentage of customers (67.2%) were satisfied with the courtesy of the Building and Safety staff (67.2%), the inspection process (62.2%), and the information they received from the field inspectors (74%). Most of those who interacted with this department (77.6%) were satisfied with the accuracy of the information provided by the Building and Safety staff.

## *INFORMED ABOUT YUCCA MOUNTAIN*

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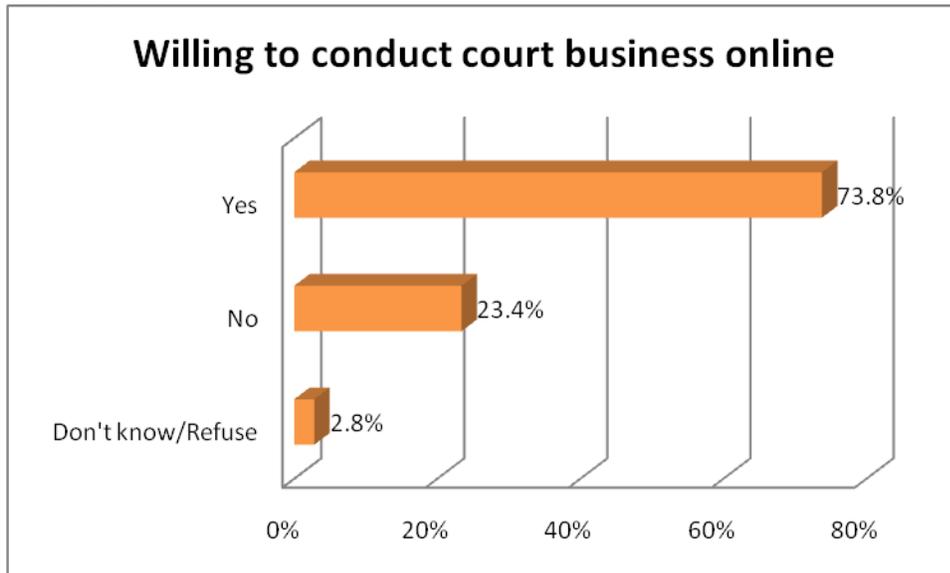
**Table 59.**



When respondents were asked if they felt they were informed about what is happening at the Yucca Mountain Site, many (39.2%) agreed with the statement, while others only agreed somewhat (18.5%) that they were informed. The others disagreed (30.4%) or somewhat disagreed (7.8%) with the statement “I am informed about what is happening at the Yucca Mountain Site”. A few (4.1%) either did not know or refused to answer this question.

## WILLING TO CONDUCT COURT BUSINESS ONLINE

**Table 60.**



Respondents were asked if they would be willing to conduct their court business online by paying traffic fines or taking online traffic school. A majority of respondents said yes (73.8%) they would be willing to conduct their court business in this way, while 23.4% said no and a few (2.8%) refused to answer or were unsure. Considering the fact that a full 81% said they had access to a personal computer and the internet, this seems to indicate that although individuals may have access to computer technology, some may be reluctant to utilize those means to conduct court business for a variety of reasons which were not explored in this study.

## EMPLOYMENT STATUS

Tables 61 and 62 below depict the employment status of respondents. About 43% of those surveyed are employed; of these 31% work full-time and 11% work part-time. Among those who are not employed (20%) 10.5% are looking for work and 9% are not presently looking for work. About 16% were employed in seasonal or temporary jobs.

**Table 61.**

CURRENT EMPLOYMENT STATUS	Percent
Work full time	31.3%
Work part-time	11.4%

<b>Unemployed, looking for work</b>	10.5%
<b>Unemployed, not looking for work*</b>	8.7%
<b>Other</b>	37.8%
<b>Don't know / Refuse</b>	0.3%

\*Reasons for not looking for work included Retired, Disabled, Homemaker, Small children at home, Laid off, No jobs in their field

**Table 62.**

<b>EMPLOYMENT STATUS SEASONAL OR TEMPORARY</b>	<b>Percent</b>
<b>Yes</b>	16.1%
<b>No</b>	82.8%
<b>Not sure / Refuse</b>	1.1%

**Table 63.**

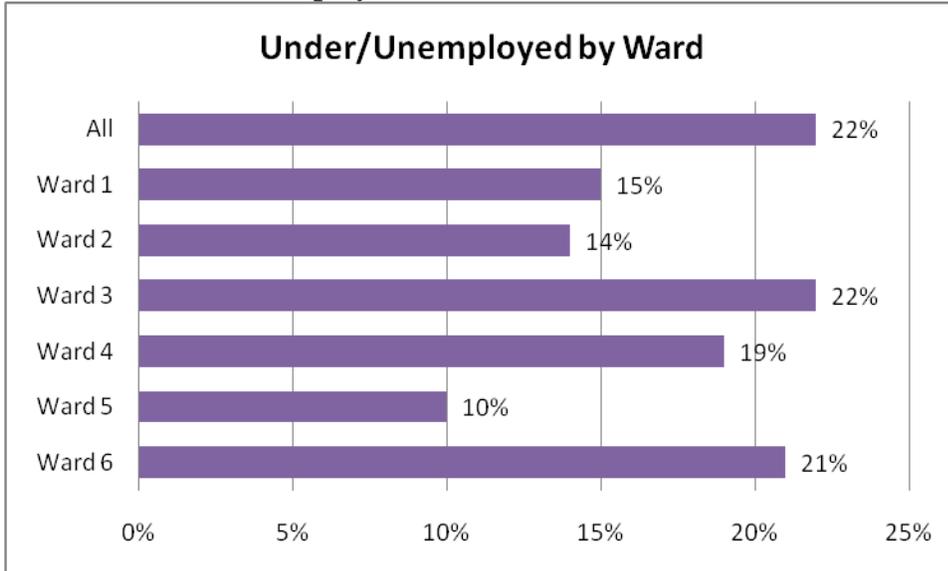
<b>LOOKING FOR ADDITIONAL WORK TO SUPPLEMENT INCOME</b>	<b>Percent</b>
<b>Yes</b>	<b>26.4%</b>
<b>No</b>	<b>73.2%</b>
<b>Not sure / Refuse</b>	<b>0.4%</b>

## **Under/Unemployed**

A variable was created to represent those who self-define as either under-employed or unemployed. The variable was created by summing the total of respondents who indicated that they were unemployed and looking for work and employed full or part time and looking for additional work to supplement household income. Twenty-two percent (22%) of the total sample fell into this category. Among this subsample:

- 48% are unemployed and looking for work
- 17% are working part-time and looking for work
- 34% are working full-time and looking for work

**Table 64. Under/Unemployed**



The graph above shows under/unemployment by Ward. The wards with the highest level of under/unemployment are Ward 3 (22%) and Ward 6 (21%). Ward 5 only reported 10% under/unemployment.

Table 65. Under/Unemployed Satisfaction with Services

Service	All	Under Unemployed
Communication received from city	82%	76%
Overall city government operations	79%	78%
Emergency management info received from CLV	78%	72%
Overall condition of city parks	78%	72%
Availability of services & programs offered	80%	71%
Variety of services & programs offered	77%	77%
Availability of services & programs offered for children & youth	81%	78%
Variety of services & programs offered for children & youth	80%	71%
Overall condition of city streets	79%	79%
Function & reliability of the sewer system	80%	73%
Municipal Courts	77%	76%
Animal control	80%	80%
Fire department services	80%	77%
Emergency medical services	82%	76%
Safety at city parks and recreational facilities	74%	65%
General safety in the CLV	72%	67%
Law enforcement in CLV parks and facilities	69%	69%
Graffiti removal program	76%	72%
Cleaning vacant lots	70%	65%
Illegal sign removal	74%	74%
Homeless encampment removal	69%	72%
Availability of parking in the downtown area	71%	65%
Parking enforcement	68%	67%
Condition of my neighborhood road land markings	72%	65%
Response time to fix burned out streetlights	71%	70%
Response time to violent crimes	74%	78%
Response time to non-violent crimes	73%	70%
Response time to traffic occurrences	69%	66%

## DEMOGRAPHICS

A total of 964 City of Las Vegas residents were interviewed covering six Wards and their responses were weighted according to population distribution to facilitate statistical analysis. Half of the survey respondents were male (50.6%) and half female (49.4%). The ethnic background reported most often was White (65.7%) with 9.3 being Black/African American, 3.4% Asian, 2.6% Alaskan Native or Native American, and 1.1% Native Hawaiian or Pacific Islander. About 17% used the category of “Other” to describe their ethnic background and 2.8% refused to answer this question. In a separate question, 14.2% of respondents consider themselves Spanish/Latino(a). The mean age (average) of respondents was 55.5 years. Most respondents had lived in the City of Las Vegas for 10 years or longer (68%) and own their residence (72.5%). They were most likely to have only two adults over age 18 residing in the home (56.1%) and employed (42.7%) either part-time or full time. The total annual income before taxes for the household ranged from \$20,00 and under (13.4%) to more than \$200,000 (2.8%) and their education levels were varied, with 36.6% having up to a high school education, 34.4% attending some college including associated degrees, and 28.5% attaining a Bachelor’s degree or higher.

**Table 66. Survey Respondents in each Ward**

Ward	Number of Respondents	Percentage of Total Respondents –
Ward 1	152	15.6%
Ward 2	163	16.8%
Ward 3	140	14.4%
Ward 4	179	18.4%
Ward 5	147	15.1%
Ward 6	191	19.7%
TOTAL (N)	972	100%

**Table 67. Gender**

GENDER OF RESPONDENTS	Percent
Male	50.6%
Female	49.4%

**Table 68: Race/Ethnicity**

RACE/ETHNIC BACKGROUND OF RESPONDENTS	Percent
White	65.7%

Black / African American	9.3%
Asian	3.4%
Alaskan Native or Native American	2.6%
Native Hawaiian or Pacific Islander	1.1%
Other*	17.1%
<i>Refuse</i>	2.8%

\*Other comments included Hispanic, French, German, Italian, Mexican, Greek, European, Mixed, etc.

**Table 69: Hispanic Status**

CONSIDER THEMSELVES SPANISH / LATINO(A)	Percent
Yes	14.2%
No	83.6%
Don't know / Refuse	2.2%

**Table 70: Age**

AGE OF RESPONDENTS	Percent
18-25 years	4.4%
26-35 years	9.7%
36-45	15.1%
46-55	16.8%
56-65	19.6%
66 or older	34.4%
<i>(Refuse = 2% not included in category percentages)</i>	
MEAN AGE = 55.5 MEDIAN = 58 MODE = 65	

**Table 71: Length of time in Las Vegas**

YEARS LIVED IN CITY OF LAS VEGAS	Percent
Less than one year	1.9%
1 year to less than 3 years	5.6%
3 years to less than 6 years	11.5%
6 years to less than 10 years	12.8%
10 years to less than 15 years	18.7%
15 years or longer	49.3%
<i>Refuse</i>	0.2%

**Table 72.**

OWN OR RENT RESIDENCE	Percent
Own	72.5%
Rent	26.9%
<i>Refuse</i>	0.6%

**Table 723**

NUMBER OF ADULTS OVER AGE 18 RESIDING IN HOME	Percent
One	27.5%
Two	56.1%
Three	11.1%
Four	3.2%
Five	1.4%
Six	0.5%
Seven	0.2%
<i>Refuse</i>	0.4%

**Table 74. Household Income**

TOTAL ANNUAL INCOME BEFORE TAXES IN 2007	Percent
\$20,000 and under	13.4%
\$20,001 - \$40,000	17.2%
\$40,001 - \$60,000	15.6%
\$60,001 - \$80,000	13.2%
\$80,001 - \$100,000	6.6%
\$100,001 - \$120,000	6.7%

\$120,001 - \$140,000	2.9%
\$140,001 - \$160,000	1.3%
\$160,001 - \$180,000	1.3%
\$180,001 - \$200,000	0.9%
More than \$200,000	2.8%
<i>Don't know / Refuse</i>	18.1%

**Table 75. Educational Level**

EDUCATION LEVEL	Percent
0 – 11 years of school	7.1%
High school graduate	29.5%
Some college, no degree	25.6%
Associates degree	8.8%
Bachelor's degree	16.2%
Post graduate degree	12.3%
<i>Refuse</i>	0.6%

## ***RESEARCH METHODOLOGY***

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The City of Las Vegas (CLV) contracted with the UNLV Cannon Survey Center (CSC) to conduct an assessment of services and to determine needs and satisfaction with services. Computer Assisted Telephone Interviewing (CATI) methodology was used for this survey. The telephone survey was conducted during the period between August 12 and October 10, 2009, the calls were made on various days of the week, including weekend calling hours between the hours of 10:00 a.m. (weekends only) and 9:00 p.m. (Monday – Thursday). Each individual interview lasted approximately 25 minutes and a total of 1049 interviews were completed. For the final analysis 972 cases were used because eligibility as a residence in the City of Las Vegas could not be determined.

### **Sample Design**

Sample was purchased from Survey Sampling Inc., (SSI), and random-digit-dialing techniques will be used to select respondent households located within the City of Las Vegas. Sample for both the random sample and the cell phone frame was purchased based on zip codes. SSI uses information developed from the most current telephone exchange data available. (Telephone exchanges may be thought of as the three-digit “prefix” included in any telephone number.) The sampling service, SSI, maintains a database of “working blocks,” where a “block” is a set of 100 contiguous numbers identified by the first two digits of the last four digits of a telephone number. After the blocks are verified to contain residential phone numbers, phone numbers are randomly generated from each block. This procedure allows the inclusion of unlisted numbers and any newly listed numbers that have not been included in the most recently published telephone directories. SSI uses “working blocks” to develop its cell phone frames as well.

In addition to the RDD and cell phone frames, a “Listed” frame was purchased from SSI. The reason for this was that time and cost constraints dictated the need for a higher hit rate. The RDD and Cell frames contained 58 and 61 percent eligible records, with the remainder being non-household, disconnected, or not residents of the City of Las Vegas. We consulted with SSI, and after analyzing the exchange report, they recommended Listed Sample. Roughly 83% of the listed frame was eligible, and less than 1 percent was outside of city zip codes.

### **Screening by location and post-coding**

Respondents were screened by zip code and by nearest major cross streets. Those who answered a zip code that was outside the city were screened automatically from the second day on. Prior cases were screened after the fact. Some zip codes were only marginally in the city, and no sample was ordered from those locations.

Cross streets were used to further improve accuracy without compromising respondent’s identities. An employee used city provided maps to determine some case status visually. If an intersection was in the city or on the border, it was coded 1 and included, if not, it was coded zero and excluded. Some cases had unknown or indecipherably spelled street names, or listed

two parallel streets. These were coded '2' and subjected to a second round of investigation using zip information combined with one or both of the street names to come to a conclusion and these were then coded appropriately. In the parallel case, some streets in combination with zip code created a rectangle that lay both in and outside of the city. These were coded as "in". A small minority of cases remained undefined (n = 77), these stayed undetermined and were excluded from analysis.

The interviewers made up to seven (7) attempts on each number. These attempts were made at different times of the day and different days of the week. In addition, all respondents were given the opportunity to complete the survey at another time by scheduling at a time convenient for the respondent.

The Cannon Survey Center has 16 interviewing stations. The interviewing staff, which is comprised of a demographically diverse group of 29 interviewers, received training in interviewing techniques and survey methodology prior to making any calls. The CSC utilizes Sawtooth Technology software for its CATI system. Prior to the work on the survey, the Cannon staff attended a survey specific training session. Training included a refresher session that covered the following topics: a) interviewer roles and responsibilities; b) importance of maintaining strict confidentiality and general principles of survey administration; c) interviewing procedures, including how to probe survey questions and specific guidelines for probing for numbers, precoded questions and any open-ended questions; d) how to maximize respondent cooperation; e) operation of CATI software and f) general administration procedures. Survey interviewers also received detailed training regarding the specifics of this study which included a project overview, study-specific interviewing procedures, and a detailed discussion of the questionnaire contents.

The interviewing process was monitored by phone room supervisors. One field supervisor or senior interviewer was present at all times during the data collection period to assure the quality and integrity of the data collection process. The phone room supervisor was able to instantaneously address any problems that might arise in the field. An auditory and visual monitoring system is in place and the supervisors, the survey manager/data collection manager, and director can access any of the call stations at any time.

Auditory monitoring is facilitated with voice-over IP software and telephone splitters. This configuration was established so that separate manual telephone dialing could continue, thus giving the CSC the legal capacity to contact cell phones. The CATI software has visual monitoring capabilities built in, thus supervisors can see what is on the interviewers screen as data is being entered as well as hearing both sides of the interview. Both the auditory and visual monitoring systems allow for unobtrusive monitoring. The monitoring process may occur in addition to the actual interview during callbacks, survey introductions, or initial refusals.

At the conclusion of the interviewing phase, data were cleaned and then analyzed using SPSS 17.0 software. The software is a comprehensive statistical software system that aids the data analysis process at many levels, with procedures ranging from data listings, tabulations, and descriptive to complex statistical analyses. Graphics for screening data, understanding and interpreting analyses, and communicating results are integrated with the statistical procedures.

In addition, in order to include the responses of Non-English speaking respondents, the survey instrument was translated into Spanish. All calls that were coded as a language barrier were turned over to experienced native speaking Spanish interviewers, who then made follow-up calls in an attempt to complete the interview. Sixty-seven interviews were conducted in Spanish. This represents approximately 6% of the completed interviews.

Response rates, cooperation rates, refusal rates and contact rates were all established using disposition codes that are defined by the American Association of Public Opinion Researchers (AAPOR). The disposition of all numbers is provided in the tables below.

**Table 76. Response rates**

Disposition	Frequency	Percent	Valid Percent	Cumulative Percent
Complete	1049	4.99	4.99	4.99
Partial	20	0.10	0.10	5.08
Refusal, household level	2782	13.23	13.23	18.32
Break-off	1166	5.55	5.55	23.86
Respondent never available	3486	16.58	16.58	40.44
Eligible: dead	1	0.00	0.00	40.45
Physically/mentally unable	85	0.40	0.40	40.85
Language unable	109	0.52	0.52	41.37
Misc. unable	5	0.02	0.02	41.40
Busy	529	2.52	2.52	43.91
No Answer	2397	11.40	11.40	55.31
Answering machine, (unknown if HU)	1607	7.64	7.64	62.96
Technical phone problems	202	0.96	0.96	63.92
Unknown Eligible, no screener	3	0.01	0.01	63.93
Household, unknown eligible other	1	0.00	0.00	63.94
Out of sample	620	2.95	2.95	66.89
Fax/Data line	887	4.22	4.22	71.10
Non-Working number	798	3.80	3.80	74.90
Disconnected	3913	18.61	18.61	93.51
Number changed	3	0.01	0.01	93.53
Call Forwarding	49	0.23	0.23	93.76
Business/Government/other org.	1053	5.01	5.01	98.77
Institution	4	0.02	0.02	98.79
Group Quarter	4	0.02	0.02	98.81
No Eligible respondent	251	1.19	1.19	100.00
<b>Total</b>	<b>21024</b>	<b>100.00</b>	<b>100.00</b>	

The response rate was calculated using AAPOR Response rate 6 to be 12.5%. The cooperation rate (COOP4) was 21.3% and the refusal rate was 45.4%. The contact rate was 59.9%. Response rates, the percentage of units with known eligibility that were eligible, and refusal rates varied across each of the three sampling frames.

**Table 77. RDD Frame**

	Frequency	Percent	Valid Percent	Cumulative Percent
Complete	630	4.76	4.76	4.76
Partial	11	0.08	0.08	4.84
Refusal, household level	1439	10.87	10.87	15.71
Break-off	551	4.16	4.16	19.87
Respondent never available	1715	12.96	12.96	32.83
Eligible: dead	1	0.01	0.01	32.84
Physically/mentally unable	57	0.43	0.43	33.27
Language unable	63	0.48	0.48	33.74
Misc. unable	1	0.01	0.01	33.75
Busy	391	2.95	2.95	36.70
No Answer	1788	13.51	13.51	50.21
Answering machine, (unknown if HU)	859	6.49	6.49	56.70
Technical phone problems	120	0.91	0.91	57.61
Unknown Eligible, no screener	1	0.01	0.01	57.61
Out of sample	435	3.29	3.29	60.90
Fax/Data line	759	5.73	5.73	66.63
Non-Working number	563	4.25	4.25	70.89
Disconnected	2906	21.95	21.95	92.84
Number changed	1	0.01	0.01	92.85
Call Forwarding	2	0.02	0.02	92.86
Business/Government/other org.	864	6.53	6.53	99.39
Institution	3	0.02	0.02	99.41
Group Quarter	4	0.03	0.03	99.44
No Eligible respondent	74	0.56	0.56	100.00
Total	13238	100.00	100.00	

The RDD frame had the best response rate (RR6), 14.3%. However it had the lowest proportion of eligible cases among cases with known eligibility, 44.3%.

**Table 78. Cell Phone Frame**

Disposition	Frequency	Percent	Valid Percent	Cumulative Percent
Complete	53.00	1.77	1.77	1.77
Partial	1.00	0.03	0.03	1.80
Refusal, household level	474.00	15.80	15.80	17.60
Break-off	258.00	8.60	8.60	26.20
Respondent never available	564.00	18.80	18.80	45.00
Physically/mentally unable	3.00	0.10	0.10	45.10
Language unable	17.00	0.57	0.57	45.67
Misc. unable	3.00	0.10	0.10	45.77
Busy	32.00	1.07	1.07	46.83
No Answer	107.00	3.57	3.57	50.40
Answering machine, (unknown if HU)	259.00	8.63	8.63	59.03

Technical phone problems	60.00	2.00	2.00	61.03
Unknown Eligible, no screener	1.00	0.03	0.03	61.07
Household, unknown eligible other	1.00	0.03	0.03	61.10
Out of sample	166.00	5.53	5.53	66.63
Fax/Data line	13.00	0.43	0.43	67.07
Non-Working number	151.00	5.03	5.03	72.10
Disconnected	503.00	16.77	16.77	88.87
Number changed	2.00	0.07	0.07	88.93
Call Forwarding	46.00	1.53	1.53	90.47
Business/Government/other org.	132.00	4.40	4.40	94.87
No Eligible respondent	154.00	5.13	5.13	100.00
Total	3000.00	100.00	100.00	

The Cell Phone frame had the worst response rate (RR6), 3.9%. It had the middle proportion of eligible cases among cases with known eligibility, 54.1%. Of the three frames, its refusal rate was the highest at 53.3%.

**Table 79. Listed Frame**

Disposition	Frequency	Percent	Valid Percent	Cumulative Percent
Complete	53	1.77	1.77	1.77
Partial	1	0.03	0.03	1.80
Refusal, household level	474	15.80	15.80	17.60
Break-off	258	8.60	8.60	26.20
Respondent never available	564	18.80	18.80	45.00
Physically/mentally unable	3	0.10	0.10	45.10
Language unable	17	0.57	0.57	45.67
Misc. unable	3	0.10	0.10	45.77
Busy	32	1.07	1.07	46.83
No Answer	107	3.57	3.57	50.40
Answering machine, (unknown if HU)	259	8.63	8.63	59.03
Technical phone problems	60	2.00	2.00	61.03
Unknown Eligible, no screener	1	0.03	0.03	61.07
Household, unknown eligible other	1	0.03	0.03	61.10
Out of sample	166	5.53	5.53	66.63
Fax/Data line	13	0.43	0.43	67.07
Non-Working number	151	5.03	5.03	72.10
Disconnected	503	16.77	16.77	88.87
Number changed	2	0.07	0.07	88.93
Call Forwarding	46	1.53	1.53	90.47
Business/Government/other org.	132	4.40	4.40	94.87
No Eligible respondent	154	5.13	5.13	100.00
Total	3000	100.00	100.00	

The Listed frame had the second ranked response rate (RR6), 13%. It had the highest proportion of eligible cases among cases with known eligibility, 78.1%.

## Weight estimation

In order to increase the accuracy of estimates, the sample was weighted in 3 ways. First, estimates for the number of households in each zip code. Three zip codes, 89146, 89149, 89166, were excluded because of low sampling hit rates and large areas outside the city. The number of households in each zip code was divided by the number of cases to provide a base weight. Further information from the city was used to adjust the base weight to produce ward size estimates consistent with City-provided data. Finally, census data was used to adjust the weight for gender of the respondent. The final formula was:

$$\text{Finalwt} = \text{ZWT} * \text{WWT} * \text{GWT}$$

Where ZWT is the zip code weight, WWT adjusts for ward totals, and GWT adjusts for gender.

2005 – 227 ACS Data American Community Survey.  
Zip code and ward information was provided by CLV

Any questions regarding this research project or the summarized results or for further information please contact:

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## *Addendum 1*

### *English Survey Instrument*

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Hello, my name is [NAME] I am calling from the Cannon Survey Center at UNLV. We are conducting a survey on behalf of the City of Las Vegas. We are not selling anything or asking for donations. We do not have your name and we will not ask for your name. Your responses will remain anonymous and confidential. Your responses are very valuable to our research.

May I speak with a resident of your household who is at least 18 years of age or older and has celebrated the most recent birthday in your household?

The questions should take about 20 to 25 minutes to complete.

**INTERVIEWER: TYPE 1 TO CONTINUE**

#### **Question ZipCode**

First, can you please tell me your zip code?

#### **Question YEARS**

How many years have you lived in the City of Las Vegas?

Less than 1 year

One year to less than 3 years

Three years to less than 6 years

Six years to less than 10 years

Ten years to less than 15 years

Fifteen years or longer

DK/Refuse

#### **Question Q3V1**

What services do you think that the City of Las Vegas should be providing for its residents?

**INTERVIEWER: ABSOLUTELY DO NOT READ THIS LIST USE FOR CODING ONLY**

Select all that apply.

Graffiti removal program

Cleaning vacant lots

Illegal sign removal

Homeless camp removal)

Fire department services

Law enforcement services in city parks

Maintenance of city streets

Maintenance of city parks

After school programs

Art & cultural programs  
Programs for youths  
Programs for seniors  
Traffic enforcement  
Homeless person assistance  
Released convict Assistance  
Support for neighborhood associations  
Neighborhood Outreach (neighborhood watch, organizing etc.)  
Other  
None

**Question EM1**

Do you know whether or not the City of Las Vegas has an emergency disaster plan for your community?

**INTERVIEWER: Make sure that you distinguish between NOT SURE and REFUSE there is a difference in this question!**

Yes, they do  
No, they do not  
I am not sure  
Refuse

**Question EMLIST**

For the following questions, please indicate whether you “Strongly Agree”, “Agree”, “Disagree”, or “Strongly Disagree” with each.

I know what to do in the event of a man-made or natural emergency.  
Within the past 30 days I have seen or heard messages encouraging people to take steps to be prepared for emergency situations.  
I know where to obtain emergency information from the City of Las Vegas in the event of an emergency.  
I have prepared a disaster supply kit with emergency supplies like food, water, and medicine that is kept in a designated place in my house.  
I have an emergency communication plan for my family.

**Question COM1**

Have you received a City publication either electronically or via hard copy within the past year?

Yes  
No  
Not Sure/Refuse

**Question COM2**

Did you find the information useful?

Yes  
No  
DK/Refuse

**Question COM3**

Have you attended an event in the past year based on what you read in a City publication?

Yes  
No  
DK/Refuse

**Question INTERNET**

Do you have access to a personal computer and the internet?

Yes  
No  
Not Sure/Refuse

**Question CLVWEB**

Have you ever visited the official City of Las Vegas website at <http://www.lasvegasnevada.gov>?

**INTERVIEWER:** Please make sure that the respondent understands that this is the City's official website, not one of many that might pop up on a search of Las Vegas. **PROBE AS NECESSARY.**

Yes  
No  
Not Sure/Refuse

**Question INFOKIND**

What kind of information did you access on the official City of Las Vegas Website? (Select all that apply)

**INTERVIEWER:** ask the question open ended first code those responses in the **UNAIDED** column. Then read rest of list and code in **AIDED** column.

Information on laws and public safety  
Information on streets and transportation  
Information on community resources  
Information on senior services or programming  
Information on education or learning  
Information on parking tickets  
Information on animal licensing  
Information on inmates  
Information on programming and events (i.e. parks & recreation)  
Information on Yucca Mountain  
Other information

**Question WEB2**

Thinking about the information that is available on the City of Las Vegas official website, how much do you agree or disagree with the following?

Strongly agree, Agree, Disagree, Strongly disagree, DK/Refuse

The information on the official City of Las Vegas website was useful  
I found the information that I was looking for on the official City of Las Vegas website

**Question GETINFO**

Thinking about how you currently get information about City events or issues in which you are interested in, how likely, if at all, would you be to obtain information from the city about things like community meetings, programs or events, or City Council Meetings from the following sources?

Very likely, Likely, Unlikely, Very Unlikely, DK/Refuse

Visiting the City of Las Vegas Website

Watching Channel 2

Calling for information

Visiting a City facility

### **Question Community1**

For each of the following city services please indicate if you are “Satisfied”, “Somewhat Satisfied”, “Somewhat Dissatisfied”, or “Dissatisfied” with the service. If you have not used or are not familiar with the service select N/A.

**INTERVIEWER: DO NOT READ DK OR REFUSE, RECORD APPROPRIATELY**

### **Question COMMUNITY2**

For each of the following city services please indicate if you are “Satisfied”, “Somewhat Satisfied”, “Somewhat Dissatisfied”, or “Dissatisfied” with the service. If you have not used or are not familiar with the service select N/A

**INTERVIEWER: DO NOT READ DK OR REFUSE, RECORD APPROPRIATELY**

### **Question DTURN**

Thinking now of the current economic downturn, how much have you personally been affected? Use a scale of one to five where one means you HAVE NOT been affected at all and FIVE means that you have been GREATLY AFFECTED by the current economic downturn.

One = Not at all affected

Two

Three

Four

Five = Greatly affected

DK/Refuse

### **Question MOVE1**

I am going to read a list of items to you, keeping in mind the current economic downturn. Which items, if any, should the City of Las Vegas be considering at this time?

**INTERVIEWER: READ THE LIST AS OFTEN AS NECESSARY SELECT ALL THAT APPLY**

Moving money from other programs fire response services

Moving money from other programs for emergency medical response services

Moving money from other programs for economic development to bring in more business

Moving money from other programs for cultural opportunities

Moving money from other programs for parks and recreational opportunities

Moving money from other programs for after school programming

Moving money from other programs for services to low income families

Moving money from other programs for services for seniors

Moving money from other programs to respond to the needs of the homeless  
Moving money from other programs to increase park safety  
Addressing foreclosures  
Addressing affordable housing issues  
Reducing all city services  
The City of Las Vegas should not be considering any of these items  
other  
None

**Question MOVE2**

From the list that I just read you which is the most important item.

**INTERVIEWER: ONLY READ IF NECESSARY, CAN PROMPT**

Moving money from other programs for fire response services  
Moving money from other programs for emergency medical response services  
Moving money from other programs for economic development to bring in more business  
Moving money from other programs for cultural opportunities  
Moving money from other programs for parks and recreational opportunities  
Moving money from other programs for after school programming  
Moving money from other programs for services to low income families  
Moving money from other programs for services for seniors  
Moving money from other programs to respond to the needs of the homeless  
Moving money from other programs to increase park safety  
Addressing foreclosures  
Addressing affordable housing issues  
Reducing all City services  
The City of Las Vegas should not be considering any of these items  
other  
None

**Question MOLESS**

For the following items please indicate if during a recession the City should have "More", "Less", or "About the Same" emphasis on each.

The city should have "More", "Less", or "About the Same" emphasis on:

Providing fire response services  
Providing emergency medical response services  
Providing economic development to create more jobs  
Providing cultural opportunities  
Providing after school programming options  
Providing services to low income families  
Providing services for seniors  
Providing foreclosure prevention services  
Providing law enforcement service in city parks and facilities  
Providing parks and recreational opportunities

**Question MOLESS2**

For the following items please indicate if during a recession the City should have "More", "Less", or "About the Same" emphasis on each.

The city should have "More", "Less", or "About the Same" emphasis on:

- Providing graffiti removal services
- Providing road maintenance
- Providing maintenance of streetlights
- Providing government access TV
- Cleaning vacant lots
- Illegal sign removal
- Homeless encampment removal
- Reduce all services

**Question GOODBAD**

Due to cuts in the budget, some services may have to be reduced. For each of the following services please indicate whether this would be a "Very Good", "Good", "Bad" or "Very Bad" service to reduce.

**INTERVIEWER: DK/Not Sure are coded the same for this question**

- Graffiti removal program
- Cleaning vacant lots
- Illegal sign removal
- Homeless encampment removal
- Emergency medical response services
- Fire response services
- Law enforcement services in city parks and facilities
- Maintenance of city streets
- Maintenance of city parks
- Art and cultural programs
- After school Programs

**Question GOODBAD2**

Due to cuts in the budget, some services may have to be reduced. For each of the following services please indicate whether this would be a "Very Good", "Good", "Bad" or "Very Bad" service to reduce.

**INTERVIEWER: DK/Not Sure are coded the same for this question**

- Programs for seniors
- Programs for youths.
- Traffic enforcement
- Response rates to violent crime
- Crime prevention
- Fire prevention
- Response time to medical emergencies
- Response time to violent crimes
- Response time to nonviolent crimes
- Response time to traffic occurrences
- General Safety Services in city of Las Vegas

**Question PAYMOR**

How much do you agree or disagree with the following statement?

I would be willing to pay more in order to maintain City programs or maintain the quality of City programs.

- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- DK/Refuse

**Question Youth1**

Do you have children under the age of 18 living in your home?

- Yes
- No

**Question Youth2**

How many children who live in your household are in the following age groups?

**INTERVIEWER: If no children in the age group you must enter 0 to move on**

- Less than a year to age 5
- Age six to age 12
- Age 13 to age 18

**Question Youth3**

Have children in your household ever participated in programming or events offered by the City of Las Vegas? These would include arts, cultural programs fitness, martial arts, after school programs or youth sports leagues.

- Yes
- No
- Not Sure

**Question YOUTH3NO**

Why don't the children/youth in your household participate in programming or activities offered by the City of Las Vegas?

**INTERVIEWER: SELECT ALL - You do not have to read list**

- No interest
- Cost
- Participate elsewhere
- Not aware of programs or events
- Other

**Question YOUTH4**

What City sponsored programs do the children in your household participate in?

**INTERVIEWER: Select all that apply - Do not read list use for coding.**

- Safekey

Summer Camps  
Art/Cultural Events  
Fitness or martial arts  
Sports leagues  
Swimming  
Gymnastics/Dance  
Early childhood education  
Youth Council  
Teen Scene  
Track Break  
Music classes  
Extreme sports  
Other

**Question YOUTHRATE**

How would you rate the quality of events or programming that your children have participated in?

Excellent  
Good  
Fair  
Poor  
DK/Refuse

**Question YOUTHVAR**

How would you rate the variety of events or programming that are available for children/youths from the City of Las Vegas?

Excellent  
Good  
Fair  
Poor  
DK/Refuse

**Question YOUTH5**

How much do you agree or disagree with the following statements?

Strongly agree, Agree, Disagree, Strongly disagree, DK/Refuse

My child/children feel safe while attending programs offered by the City of Las Vegas  
I am satisfied with the variety of programming available for children

**Question ADAPTIVE**

Do you use adaptive recreational services offered by the City of Las Vegas? These are recreational activities for special needs participants such as wheel chair basketball?

Yes  
No

**Question ADAPT2**

How would you rate how well your adaptive recreational needs are being met by the City of Las Vegas?

Excellent  
Good  
Fair  
Poor  
DK/Refuse

**Question ADULT1**

Excluding programming for youth and children have you or a member of your family ever participated in events or programs offered by the City of Las Vegas Department of Leisure services? (These would include arts and cultural program fitness or martial arts activities or participation in city sports leagues)

Yes  
No  
Not Sure

**Question ADULTNO**

Why don't you or members of your household participate in programming or activities offered by the City of Las Vegas?

**INTERVIEWER: SELECT ALL - You do not have to read list**

No interest  
Cost  
Participate elsewhere  
Not aware of programs or events  
Other

**Question ADULT2**

What City sponsored programs do the adults over 18 in your household participate in?

**INTERVIEWER: Select all that apply - Do not read list use for coding.**

Art/Cultural Events  
Fitness or martial arts  
Sports leagues  
Swimming  
Park festivals  
Theater productions  
First Friday  
Highland games  
Music classes  
Extreme sports  
Other

**Question ADULTRATE**

How would you rate the quality of events or programming that you have participated in?

Excellent  
Good  
Fair

Poor  
DK/Refuse

**Question ADULTVAR**

How would you rate the variety of events or programming that are available from the City of Las Vegas?

Excellent  
Good  
Fair  
Poor  
DK/Refuse

**Question USEPARKS**

How often do you and members of your family visit City of Las Vegas parks and/or recreation centers?

Daily/almost daily  
One - 3 times weekly  
One - 3 times monthly  
Less than once a month  
Never  
DK/Refuse

**Question SATPARK**

How much do you agree or disagree with the following statements?

Strongly agree, Agree, Disagree, Strongly disagree, DK/Refuse

The quality and diversity of programs and services offered by the City address the needs of the community

The programming offered by the City of Las Vegas satisfies the recreational needs of my family

**Question BUILD**

In the past year have you interacted with the City of Las Vegas Building and Safety Department to request a permit for construction on or an addition to your home?

Yes  
No

**Question BUILD2**

How satisfied or dissatisfied were you with each of the following?

Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, Dissatisfied, N/A - Did not use service, Refuse

The knowledge of the Building and Safety staff

The assistance provided by the Development Services Center

Quality of services received from the Development Service Center

The courtesy of the Building and Safety staff

The inspection process

The information received from the field inspectors

The accuracy of the information provided by the Building and Safety staff

**Question EMP1**

Including yourself, how many adults over the age of 18 reside in your household?

**Question EMP2**

What is your current employment status?

**INTERVIEWER: NEED RULES**

- Work Full time
- Work part-time
- Unemployed, looking for work
- Unemployed not looking for work
- Other
- DK/Refuse

**Question EMP2A**

Why aren't you looking for work?

**Question EMP3**

Is your employment seasonal or temporary?

- Yes
- No
- Not Sure/Refuse

**Question EMP4**

Are you looking for additional work in order to supplement your income?

- Yes
- No
- Not Sure/Refuse

**Question YUCCA**

How much do you agree or disagree with the following statement?

I am informed about what is happening at the Yucca Mountain Site.

- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- DK/Refuse

**Question COURT**

Would you be willing to conduct your court business online by paying traffic fines or taking online traffic school?

- Yes
- No
- Not Sure/Refuse

**Question Q3V2**

What services do you think that the City of Las Vegas should be providing for its residents?

**INTERVIEWER: ABSOLUTELY DO NOT READ THIS LIST USE FOR CODING ONLY**

Select all that apply.

- Graffiti removal program
- Cleaning vacant lots
- Illegal sign removal
- Homeless camp removal
- Fire department services
- Law enforcement services in city parks
- Maintenance of city streets
- Maintenance of city parks
- After school programs
- Art & cultural programs
- Programs for youths
- Programs for seniors
- Traffic enforcement
- Homeless person assistance
- Released convict Assistance
- Support for neighborhood associations
- Neighborhood Outreach (neighborhood watch, organizing etc.)
- Other
- None

**Question OWN**

Finally I have a few questions for statistical purposes only.

Do you own or rent your residence?

- Own
- Rent
- Not Sure/Refuse

**Question Income**

Which category best represents your annual household income before taxes in 2007?

- \$20,000 and under
- \$20,001-40,000
- \$40,001-60,000
- \$60,001-80,000
- \$80,001-100,000
- \$100,001-120,000
- \$120,001-140,000
- \$140,001-160,000
- \$160,001-180,000
- \$180,001-200,000

More than \$200,000

**Question EDU**

What is the highest grade or year you completed in school?

- Zero - 11 years
- High school graduate
- Some college, no degree
- Associates degree
- Bachelor's degree
- Post graduate degree
- Refuse

**Question HISPANIC**

Do you consider yourself to be Spanish/Latino(a)?

- Yes
- No
- DK/Refuse

**Question RACE**

What is your ethnic background? SELECT ALL

- White
- Black /African American
- Asian
- Alaska Native or Native American
- Native Hawaiian or Pacific Islander
- Other
- Refuse

**Question gender**

What is your gender?

- Male
- Female

**Question Age**

In What year were you born?

**Question QEnd**

We are now done. Thank you for your time today.

## *Addendum 2*

### *Spanish Survey Instrument*

---

Hola, mi number es [SU NOMBRE] estoy llamando del Centro Canon en la Universida.Estamos asiendo una incuesta de parte de la Cuidad de Las Vegas. No estamos vendiendo nada y no piedemos donaciones. No tenemos su nombre y no se lo vamos a pedir . Su respuestas son anonimas y confidencial. Su repuestas son muy valuable para nuestra investigacion. Puedo ablar con el residente en su hogar que tiene de menos 18 anos de edad y que recientemente complio anos. Las preguntas toman como 10 a 12 minutos para completar.

**INTERVIEWER: TYPE 1 TO CONTINUE**

**Question: ZipCode**

Primero, que es su zona postal?

[Selecting other will end survey]

89101  
89102  
89104  
89106  
89107  
89108  
89109  
89110  
89117  
89128  
89129  
89130  
89131  
89134  
89138  
89143  
89144  
89145  
Other

**Question: XStreets**

Cuales son las calles mas cercas que crusan ?

[IE an intersection, not two major parrallel streets]

**Question: Years**

Cuantos anos tiene viviendo aqui en la Ciudad de Las Vegas?

Menos de 1 ano

Un ano y menos de 3 anos

Tres anos y menos de 6 anos

Seis anos y menos de 10 anos

Diez anos y menos de 15 anos

Quience anos o mas

No se/Negar

**Question: Q3V1**

Que servicios piensas que la Ciudad de Las Vegas debe de proveer a sus residents?

[ENTREVISTOR: Abosulatamente no leas esta lista que es solo para codoficar]

Seleccione todas que aplican.

Programa para quitar inscripciones

Limpeza de lotes vacantes

Letreros quitados illegal

Quitar campamentos de los sin hogar

Servicios de el departamento de bomberos

Servicios de ejecucion de ley en los parques de la ciudad

Mantenimiento de calles en la ciudad

Mantenimiento de parques en la ciudad

Programas despues de la escuela

Programas de arte y cultura

Programas para jovenes

Programas para ansianos

Ejecucion del trafico

Asistencia a personas sin hogar

Asistencia a convictos libres

Soportar a las asociaciones de vecindarios

Servicio especial de asistencia publica en vecindarios (organizacion, vigilar el vecindario, etc)

**Question: EM1**

Usted sabe o no si la Ciudad de Las Vegas tiene un plan de emergencia de desastre para la comunidad?

[ENTREVISTOR: Segure que es distinguido entre NO SE y NEGAR porque ay diferencia en esta pregunta!]

Si, si tienen

No,no tienen

No estoy seguro  
Negar

**Question: EMLIST**

Para las siguientes preguntas, favor de indicar a cada una si esta “muy de acuerdo”, “de acuerdo”, “desacuerdo”, “muy desacuerdo”.

Yo se que aser en caso de un evento artificial o emergencia natural

Dentro los pasado 30 dias ha visto o oido mensajes para animar gente que toman pasos de preparacion en situaciones de emergencia.

Yo se donde obtener informacion de emergencia en la ciudad de Las Vegas en caso de una emergencia.

Yo tengo preparado un juego con comida agua y medicinas para emergencia desastrosa que e puesto en un lugar designado en mi hogar.

Yo tengo un plan de comunicacion para my familia en caso de una emergencia .

**Question: COM1**

Usted recibio una publicacion electronica o carta de la cuida durante el ano pasado?

Si

No

No estoy seguro/Negar

**Question: COM2**

Usted encontro la informacion util?

Si

No

No se/Negar

**Question: COM3**

Usted asistio el pasado ano a un evento que leyo en la publicacion de la ciudad?

Si

No

No se/Negar

**Question: INTERNET**

Tienes acceso a una computadora y el internet?

Si

No  
No se/Negar

**Question: CLVWEB**

Usted alguna vez a visitado el website official de la Ciudad de Las Vegas en <http://www.lasvegasnevada.gov>?

[ENTREVISTOR: Por favor este seguro que el respondiente entiende que este es el website official de la Ciudad, no es de los muchos que saltan cuando buscan algo de Las Vegas. Indaga si es necesario.]

Si  
No  
No Se/Negar

**Question: INFOKIND**

Que clase de informacion acceso en el website official de la Ciudad de Las Vegas? (Seleccione todos que son aplicable)

[ENTREVISTOR; pregunte la pregunta ilimitada, primero clave la respuestas en la columna sin ayuda. Despues de leer el resto de la lista clave la repuesta en la columna de ayuda.]

Informacion en leyes y seguridad del publico  
Informacion en leyes de calles y transportacion  
Informacion en recursos en la comunidad  
Informacion en servicios y programas para ansianos  
Informacion en educacion o aprendiza  
Informacion en boletos de estasonamiento  
Informacion en licencias de animals  
Informacion en presos  
Informacion en programas y eventos (como parques y recreo)  
Informacion en la Montana Yucca  
Otra informacion

**Question: WEB2**

Recordando la informacion que es desponible en el website official de la Ciudad de Las Vegas, que tanto esta de acuerdo o desacuerdo con las siguientes?

La informacion en el sitio web official de la Ciudad de Las Vegas fue util.  
Yo encontre la informacion que buscava en el sitio web official de la Ciudad de Las Vegas.

**Question: GETINFO**

Recordando en como ultimamente obtiene informacion de eventos o asuntos de la Ciudad que a usted le interesan, que provable, si es que, usted buscara informacion de la ciudad sobre cosas como juntas de la comunidad, programas

o eventos, o juntas del consejo municipal de las siguiente fuentes?

“Muy possible” “Posible” “No possible” “Nada possible” No se/Negar

Visitar el sitio web de la Ciudad de Las Vegas

Mirar el Canal 2 Gubernativo Acceso TV

Llamar para obtener informacion

Visitar una facilidad de la Cuidad

**Question: COMMUNITY1**

Para cada de los siguientes servicios de la ciudad favor de indicar si usted esta satisfecho, poco satisfecho, poco decontento, muy descontento con el servicio. Si no lo usa o no es familiar con el servicio escoja N/A

[ENTREVISTOR: NO LEA NO SE O NEGAR, ANOTE APROPRIADO]

**Question: COMMUNITY2**

Para cada de los siguientes servicios de la ciudad favor de indicar si usted esta satisfecho, poco satisfecho, poco decontento, muy descontento con el servicio. Si no lo usa o no es familiar con el servicio escoja N/A

[ENTREVISTOR: NO LEA NO SE O NEGAR, ANOTE APROPRIADO]

Recordando ahora el corriente bajon economico, personalmente que tanto le afectado a usted. Use una scala de uno al cinco. El UNO querer decir que NO A SIDO afectado nada y el CINCO querer decir que a sido AFECTADO EN GRANDE por el corriente bajon economico.

Uno Nada de afectado

Dos

Tres

Cuatro

Cinco Afectado en grande

No se/ Negar

**Question: MOVE1**

Le voy a leer una lista de articulos, recordando en su mente el corriente bajon economico, que articulo, si algun, debe la Ciudad de Las Vegas considerer a este tiempo.

[ENTREVISTOR; LEYA LA LISTA TODA LA VECES NECESARIA Y SELECCIONE TODAS APLICABLE]

Mover dinero de otros programas para servicios de responsorio de bomberos

Mover dinero de otros programas para servicios de responsorio de emergencia medica

Mover dinero de otros programas para el desarrollo economico para traer mas nogocios

Mover dinero de otros programas para oportunidades culturales

Mover dinero de otros programas para oportunidades de recreo y parques  
Mover dinero de otros programas para programas despues de escuela  
Mover dinero de otros programas para servicios de familias de bajo recursos  
Mover dinero de otros programas para servicios de ansianos  
Mover dinero de otros programas para responder a la nececidades de los sin hogar  
Mover dinero de otros programas para aumentar seguridad en los parques  
Discurso de hipotecas  
Discurso de asuntos de casas que se pueden comprar  
Rebajar todo los servicios de la cuida  
La Ciudad de Las Vegas no debe de considerar ningun de estos articulos  
Otra

**Question: MOVE2**

De la lista que e leido cual es el articulo mas importante?

[ENTREVISTOR: NOMAS LEI SI ES NECESARIO]

Mover dinero de otros programas para servicios de responsorio de incendios  
Mover dinero de otros programas para servicios de responsorio de emergencia medica  
Mover dinero de otros programas para el desarrollo economico para traer mas nogocios  
Mover dinero de otros programas para oportunidades culturales  
Mover dinero de otros programas para oportunidades de recreo y parques  
Mover dinero de otros programas para programas despues de escuela  
Mover dinero de otros programas para servicios de familias de bajo recursos  
Mover dinero de otros programas para servicios a los ansianos  
Mover dinero de otros programas para responder a la nececidades de los sin hogar  
Mover dinero de otros programas para aumentar seguridad en los parques  
Discurso de hipotecas  
Discurso de asuntos de casas que se pueden comprar  
Rebajar todo los servicios de la cuidad  
La Ciudad de Las Vegas no debe de considerar ningun de estos articulos  
Otro

**Question: MOLESS**

Para los sigientes articulos favor de indicar si durante una recession la Ciudad tiene "mas", "menos" o "igual" enfasis en cada una.

La cuidad debe tener mas, menos, egual enfasis en:

Proveer servicios de responder a incendios

Proveer servicios de responder a emergencias medicas  
Proveer desarrollo economico para producir mas trabajos  
Proveer oportunidades culturales  
Proveer opciones de programas despues de escuela  
Proveer servicios a familias de bajo recursos  
Proveer servicios para ancianos  
Proveer servicios para prevencion de hipotecas  
Proveer servicios de ejecucion de ley en los parques y facilidades de la ciudad  
Proveer oportunidades de parques y recreo

**Question: MOLESS2**

Para los sigientes articulos favor de indicar si durante una recession la Ciudad tiene "mas", "menos" o "igual" enfasis en cada una.

La ciudad debe tener mas, menos, igual enfasis en:

Proveer servicios para quitar inscripciones  
Proveer mantenimiento de calles  
Proveer mantenimiento de luces por las calles  
Proveer acceso de television governativo  
Limpieza de lotes vacantes  
Quitar letreros illegal  
Quitar campamento de los sin hogar  
Reducir todo los servicios

**Question: Goodbad**

Debido a cortes en el presupuesto, algunos servicios tienen que ser rebajados. Para cada de los siguiente servicios favor de indicar si esto es muy bueno, bueno, mal, o muy mal a rebajar el servicio.

[ENTREVISTOR: No se/No estoy seguro el codigo es igual para esta pregunta]

**Q: GOODBAD2**

Debido a cortes en el presupuesto, algunos servicios tienen que ser rebajados. Para cada de los siguiente servicios favor de indicar si esto es muy bueno, bueno, mal, o muy mal a rebajar el servicio.

[ENTREVISTOR: No se/No estoy seguro el codigo es igual para esta pregunta]

**Question: PAYMOR**

Que tanto esta de acuerdo o desacuerdo con las siguiente declaracion?

Yo estoy dispuesto a pagar mas para mantener los programas y calidad de los programas de la Ciudad.

De acuerdo  
Poco de acuerdo  
Poco desacuerdo  
Desacuerdo  
No se/Negar

**Question: Youth1**

Tiene hijos de bajo de 18 años viviendo en su hogar?

Si  
No

**Question: Youth2**

Que tantos hijos que viven en su hogar estan en los siguientes grupos de edad?

Menos de un año a cinco años de edad  
De seis años a doce años de edad  
De trece años a dieciocho años de edad

**Q: Youth3**

Los hijos de su hogar alguna vez participaron en programas o eventos ofrecidos por la Cuidada de Las Vegas? Estos incluyen arte, programas de cultura, estado físico, arte marcial, programas después de escuela o ligas deportivas para jóvenes .

Si  
No  
No estoy seguro

**Question: Youth3no**

Por que no participan sus hijos/jovenes de su hogar en la programación o actividades ofrecidas por la Ciudad de Las Vegas?

[ENTREVISTOR: SELECCIONE TODAS - No tienes que leer la lista]

No hay interés  
Costo  
Participan en otro lugar  
No estamos concientes de los programas o eventos

**Question: Youth4**

En que programas ofrecidos por la Ciudad participan sus hijos de su hogar?

[ENTREVISTOR: SELECCIONE TODAS - No lea la lista use la para codificar]

Lugar de cuidado  
Campos de Verano  
Arte/Eventos Cultural

Estado Fisico/Artes Marcial  
Ligas Deportivos  
Nadar  
Gimnasia/Bailes  
Educacion primatoria de infancia  
Concilio de jovenes  
Lugar de adolescents  
Termino de rastro  
Clases de musica  
Deportes extremos  
Otro

**Question: YouthRate**

Como valorara la calidad de eventos o programmacion en que sus hijos aigan participado?

Excelente  
Bueno  
Regular  
Mal  
No se o Negar

**Question: YouthVar**

Como valorara la variedad de eventos o programmacion que la Cuidad de Las Vegas tiene disponible para chicos/jovenes ?

Excelente  
Bueno  
Regular  
Mal  
No se/ Negar

**Question: Youth5**

Que tanto esta de acuerdo o en desacuerdo con las siguientes claraciones?  
“Muy de acuerdo” “De acuerdo” “Desacuerdo” “Muy desacuerdo” No se/Negar

Mi hijo/hija se sienten seguros cuando atienden programas ofrecidos por la Cuidad de Las Vegas.

Yo soy satisfecho con la variedad de programacion disponible para ninos.

**Question: ADAPTIVE**

Usa los servicios de recreo comodable que ofrece la Cuidad de Las Vegas?

Estas actividades de recreo como baloncesto en silla de ruedas y deportes extremos como patinar en tabla de ruedas que son para participantes con necesidades especiales.

Si  
No

**Question: ADAPT2**

Como valorara el recreo comodable que la Ciudad de Las Vegas ofrece para personas de necesidades especiales:

Excelente  
Bueno  
Regular  
Mal  
No se/Negar

**Question: ADULT1**

Excepto programacion para chicos y jovenes usted o otro miembro de su familia en alguna vez participaron en un programa o evento ofrecido por la Ciudad de Las Vegas y el departamento de servicios de tiempo libre. Estos incluyen artes y programas culturales, fisico o artes marcial y ligas deportivas de la ciudad)

Si  
No  
No estoy seguro

**Question: Adultno**

Por que usted o miembros de su hogar no participan en la programacion o actividades ofrecidas por la Ciudad de Las Vegas?

[ENTREVISTOR: SELECCIONE TODAS - No tienes que leer la lista]

No ay interes  
Costo  
Participan en otro lugar  
No estamos concientes de los programas o eventos  
Otro

**Quesiton: Adult2**

En que programas patrocinados por la Ciudad los adultos pasados de 18 anos de su hogar participan?

[ENTREVISTOR: SELECCIONE TODAS - No tienes que leer la lista]

Arte/Eventos Cultural  
Estado Fisico/Artes Marcial

Ligas Deportivos  
Nadar  
Fiestas en parques  
Producciones de teatro  
Primer Viernes  
Fuegos de terreno montanoso  
Clases en musica  
Deportes extremos  
Otro

**Question: AdultRate**

Como valorara la calidad de eventos o programmaciones en que uste participio?

Excelente  
Bueno  
Regular  
Mal  
No se/Negar

**Question: Adultvar**

Como valora la variedad de eventos o programmaciones que son disponibles por las Cuidad de Las Vegas?

Excelente  
Bueno  
Regular  
Mal  
No se/Negar

**Question: USEPARKS**

Que seguido visitan usted o miembros de su familia los parques o centros de recreo que son disponibles por la Cuidad de Las Vegas?

Diario/casi diario  
Una- tres veces por semana  
Una - tres veces por mes  
Menos de una vez por mes  
Nunca  
No se/Negar

**Question: SATPARK**

Que tanto esta de acuerdo o desacuerdo con las siguientes declaraciones?

La calidad y variedad de programas y servicios ofrecidos por la Cuidad dirigen a las necesidades de la comunidad.

La programación ofrecida de recreo por la Ciudad de Las Vegas es satisfactoria al las necesidades de mi familia.

**Question: BUILD**

En el año pasado usted a interactuado con el Departamento de Construcción y Seguro de la Ciudad de Las Vegas para solicitar un permiso para construir una adición a su hogar?

Si  
No

**Question: Build2**

Que tan satisfecho o desatisfecho esta con las siguientes ?

La capacidad de construcción y seguridad del personal  
La asistencia suministrada por el Centro de Servicios de Desarrollo  
Calidad de servicios recibidos del Centro de Servicios de Desarrollo  
La cortesía del personal de Construcción y Seguridad  
El proceso de inspección  
La información recibida de los inspectores del campo  
La exactitud de la información dada por el personal de Construcción y Seguridad

**Question: EMP1**

Cuántos adultos que viven en su hogar que son mayores de 18 años?

**Question: EMP2**

Que es su estado corriente de empleo?

[ENTREVISTOR: REGLAS NECESITADAS]

Trabajo tiempo completo  
Trabajo parte del tiempo  
Desempleado, buscando trabajo  
Desempleado, no busco trabajo  
Otra  
No se/Negar

**Question: EMP2A**

Por que no estas buscando trabajo?

**Question: EMP3**

Es su empleo temporal o temporero?

Si  
No  
No se/Nega

**Question: EMP4**

Anda usted buscando trabajo adicional para aumentar su ingresos?

Si  
No  
No se/Negar

**Question: YUCCA**

Que tanto esta de acuerdo o desacuerdo con las siguientes declaraciones?

Yo estoy informado tocante lo que esta pasando en el sitio de la Montana Yucca.

De acuerdo  
Poco de acuerdo  
Poco en desacuerdo  
Desacuerdo  
No se/Negar

**Question: COURT**

Usted esta dispuesto a conducir negocios tribunals en linea para pagar multa de trafico o tomar por linea escuela de trafico?

Si  
No  
No se/Negar

**Question: Q3V2**

Que servicios piensas que la Ciudad de Las Vegas debe de proveer a su residents?

[ENTREVISTOR: Abosulatamente no leas esta lista que es solo para codoficar]

Seleccione todas que aplican.

Programa para quitar inscripciones  
Limpeza de lotes vacantes  
Letreros quitados illegal  
Quitar campamentos de los sin hogar  
Servicios de el departamento de bomberos  
Servicios de ejecucion de ley en los parques de la ciudad  
Mantenimiento de calles en la ciudad  
Mantenimiento de parques en la ciudad

Programas despues de la escuela  
Programas de arte y cultura  
Programas para jovenes  
Programas para ansianos  
Ejecucion del trafico  
Asistencia a personas sin hogar  
Asistencia a convictos libres  
Soportar a las asociaciones de vecindarios  
Servicio especial de asistencia publica en vecindarios (organizacion, vigilar el vecindario, etc)  
Otro

**Question: Own**

Finalmente tengo un poco de preguntas estadísticas solamente.

Su hogar es propio o aquilla?

Propio  
Aquilla  
No se/Negar

**Question: Income**

Que categoría representa mejor los ingresos recibidos por todos en su hogar durante 2008 antes de pagar los intereses?

\$20,000 and under  
\$20,001-40,000  
\$40,001-60,000  
\$60,001-80,000  
\$80,001-100,000  
\$100,001-120,000  
\$120,001-140,000  
\$140,001-160,000  
\$160,001-180,000  
\$180,001-200,000  
Mas de dos ciento mil dolares  
Negar

**Question: EDU**

Cual es el grado o año más alto que completo en la escuela?

Sero a unce años  
Graduado de la Secundaria  
Poco de colegio, sin título  
Título de Asociado  
Título de Bachillerato  
Título de Postgraduado

Negar

**Question: Hispanic**

Usted se condidera ser Hispano/Latino

Si

No

No se/Negar

**Question: RACE**

Que es su etnico trasfondo? Seleccione todas que aplican

Caucasico

Negro/Africano Americano

Asiatico

Nativo de Alaska/Nativo Americano

Nativo Hawaiiiano/Islandero Pacifico

Otra

Negar

**Question: gender**

Que es su genero?

Varon

Mujer

**Question: Age**

En que ano nacio?

**Question: QEnd**

Ya terminamos. Gracias por su tiempo hoy.

**Question: Error**

Lo siento, ya tenemos las suficiente repuestas para ese genero. Gracias!

